DOCUMENT RESUME

ED 112 919 95 IR 002 630

TITLE A Reference Potpourri: Proceedings of a Workshop at the Bay Area Reference Center, March 12 and 13, April 4 and 30, 1975.

INSTITUTION San Francisco Public Library, Calif. Bay Area Reference Center.

SPONS AGENCY Office of Education (DHEW), Washington, D.C.

PUB DATE 75

NOTE 43p.; Proceedings of Workshop (San Francisco, Calif., March 12 and 13 and April 4 and 30, 1975)

EDRS PRICE MF-$0.76 HC-$1.95 Plus Postage

DESCRIPTORS Bibliographies; Information Needs; Information Services; *Information Sources; *Library Reference Services; *Reference Books; *Reference Materials; Workshops

IDENTIFIERS BARC; Bay Area Reference Center

ABSTRACT

The types of reference question considered most difficult by the staffs of Northern California public library systems were the subject of a workshop conducted by the Bay Area Reference Center (BARC). The topics included: antiques and collectibles; identifying a poem from its middle line; how to make practically anything; how to repair various objects; finding business information; remodeling and repairing automobiles, trucks, and tractors; and using government documents to answer reference questions. Each BARC staff member took one problem area, compiled a bibliography, and prepared a short talk on the topic. Discussions concerning written library reference policies were conducted. Transcripts of the talks, the bibliographies, and a summary of the discussions are included in this report. (Author/PF)

****
* Documents acquired by ERIC include many informal unpublished *
* materials not available from other sources. ERIC makes every effort *
* to obtain the best copy available. Nevertheless, items of marginal *
* reproducibility are often encountered and this affects the quality *
* of the microfiche and hardcopy reproductions ERIC makes available *
* via the ERIC Document Reproduction Service (EDRS). EDRS is not *
* responsible for the quality of the original document. Reproductions *
* supplied by EDRS are the best that can be made from the original. *
****

CONTENTS

Page

Program for workshop, March 12 & 13, April 4 & 30, 1975..... ii
Workshop summary.....iii

REFERENCE POTPOURRI PANEL

Antiques and Collectibles - Sandra Drissen..... 1
Bibliography..... 2

Biography - Bonnie Dopp..... 7
Bibliography..... 8

Business - Carol Coon..... 10
Bibliography..... 11

How To Make It - Pat Stewart..... 14
Bibliography..... 15

How To Repair Almost Anything, except automobiles - Audrey Powers..... 18
Bibliography..... 19

Internal House Indexes - Anne Roughton..... 23

Quotations and Poems - Carol Zajchowski..... 25
Bibliography..... 26

Some Useful Documents - Gil McNamee..... 27

Vehicles - Lee Lourea..... 28
Bibliography..... 29

DISCUSSION GROUPS

Summary and List of Questions distributed for discussion..... 33

Statements Regarding the Need for and/or Usefulness of a Written Reference Policy..... 34

Statements About What Should Be Included in a Written Reference Policy..... 36

* * *

The activity which is the subject of this report was supported in whole or in part by the U.S. Office of Education, Department of Health, Education and Welfare. However, the opinions expressed herein do not necessarily reflect the position or policy of the U.S. Office of Education, and no official endorsement by the U.S. Office of Education should be inferred.

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION
THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

Bay Area Reference Center

A REFERENCE POTPOURRI

March 12 & 13, April 4 & 30, 1975
Lurie Room, 1st Floor, San Francisco Public Library
Larkin & McAllister Streets, San Francisco, CA

Program

9:00--9:30	Registration
9:30--9:40	Introduction - Anne Roughton, Workshop Coordinator
9:40--9:55	"Public Desk Etiquette" - a videotape produced by the staff of the Alameda County Library
9:55-10:40	Reference Potpourri, panel - the BARC staff Antiques and Collectibles - Sandra Drissen Biography - Bonnie Dopp Business - Carol Coon How to make it - Pat Stewart How to repair almost anything, except automobiles - Audrey Powers Internal house indexes - Anne Roughton Quotations and Poems - Carol Zajchowski Some useful documents - Gil McNamee Vehicles - Lee Lourea
10:40-11:00	Break
11:00-12:00	Continuation of the Reference Potpourri panel
12:00--1:30	Lunch
1:30--3:00	Discussion Groups
3:00--3:30	Groups reconvene in the Lurie Room

* * *

Summary

Before preparing the Reference Potpourri program, BARC sent a questionnaire to each library system in Northern California which explained the upcoming workshop and asked what types of reference questions staff members find particularly difficult. In the replies which were received, certain problem areas were mentioned over and over. The responses were tabulated, and the final program was based on this tabulation.

Each BARC staff member took one problem area, compiled a bibliography, and prepared a short talk on the topic. These talks comprised the morning session each day. Antiques and collectibles were discussed by Sandra Drissen; Carol Zajchowski explained the difficulty of identifying a poem from its middle line; Pat Stewart concentrated on how to make practically anything; and the subject of how to repair various objects was covered by Audrey Powers. Carol Coon outlined ways of finding business information; sources for answering biography questions were detailed by Bonnie Dopp; and Lee Lourea told us how to help patrons who want to remodel or repair automobiles, trucks and tractors. Anne Roughton mentioned some of the in-house indexes found at the San Francisco Public Library; and everyone was reminded by Gil McNamee not to forget government documents when answering reference questions.

In the afternoon, workshop attendees were divided into groups and asked to discuss whether or not they felt libraries need written reference policies, and, if so, what should be included in these policies. After an hour and a quarter of talking, everyone reconvened in the Lurie Room and shared their collective thoughts.

This workshop was given four times. A total of 518 persons attended.

* * *

COLLECTIBLES AND ANTIQUES
Sandra Drissen

My list [see p. 2] should really just be called "Collectibles." Once I started doing it, I realized that's what I was focusing on. Back in the early days of BARC, in 1968, we did a list on more sophisticated and expensive types of antiques. Unfortunately, there are very few copies left, but if anybody really feels the need for that, TWX me, and I'll send it to you. This list is really just a sampling. There's a huge amount of material published, and if you haven't seen the catalogs the Mid-America Book Company puts out, they are on your list of things to send for. This will give you a good idea of the incredible range of "stuff" that people are now collecting.

The variety of things that people deem worthy of collecting is infinite and incredible. I have a friend who is, as they say, into collecting. What he's into is trash, but the one hot tip I thought I'd give you, just in case you have it stashed away in your cupboards, Fiestaware is the coming thing. You can now buy it, and if you don't know what it looks like [Sandra showed a Fiestaware plate] - if I drop it, he'll kill me. If you have it in your cupboards, it comes in these solid colors - oranges, blues, greens, reds. It says Fiestaware on the back; there are many imitations. You can buy it for 5¢ to 30¢ in Goodwill shops. In New York, plates are selling for $6.50.

Two sources which are very good are *Antiques Journal* and the magazine *Spinning Wheel*. Most of you probably know *Antiques Journal*, but maybe not *Spinning Wheel*. They're both on the list.

If anyone is interested in a price list for comic books, I put one on the list, but now I see a new one reviewed in the April *Antiques Journal* on page 56; title and author escape me. It sounds very good. If you don't get *Antiques Journal* but you want the citation, let me know at BARC, and I'll send it to you.

The questions that we get from patrons always revolve around 3 basic things. They want us to identify the object; to date it, to place it in time; and most of all they want to know if it's worth anything, and hopefully it's worth a lot. The first 2 we can get a handle on. The last - when you get into saying what something is worth - we just can't do it. If it's something serious and they really want to know, they should just be recommended to an appraiser, which is usually what they want to avoid because there's a fee involved. You can show them what you have, but it's like medical questions - there are just too many variables.

I thought what I would do is go through one or two questions that we have had recently in the area of collectibles, exotica, etc. We got one which went, "Patron is interested in identifying old farm implement seats and tractor seats; wants a list of all companies producing these seats since 1860, names of manufacturers, dates they were in business, and if they merged with other companies." The library gave us a very good clue which was the fact that in *Smithsonian Magazine* there was an article on "Cast Iron Seat Collecting." I went to the article, and there were two clues in the article, one which said, "Seat collectors are movers and shakers. Some 30 of them recently journeyed to Atlantic, Iowa, where they gathered at Van's Chat & Chew Restaurant and organized the Cast Iron Seat Collectors Association." No address was given. Then, "Donald Sites, cattle rancher and farmer in Grinnell, Kansas, is the number one cast iron seat man." I come from the Midwest; I know that all you need for an address is the person's name and the name of the town, so I wrote to Donald Sites. I got a very nice letter back from him which verified, "I am the largest known collector of cast iron seats in the world and have many articles printed in various sources." He has done a book which pictures and identifies them. He verified for me, "There are no books known on the history of the companies which produced these seats," and so on. I also wrote to the author of the article that appeared in *Smithsonian Magazine* and got a very nice letter back from him which gave the address of the Secretary of the Cast Iron Seat Collectors Association.

Another little bit of exotica - tea tags. Someone sent us a question - "Need the address of an organization called Tea Taggers, originated in Britain, now worldwide. It was at its zenith in the '40's. Purpose is to exchange tags attached to the different brands of teabags as a sort of international pen pal gimmick. Librarian does not know where patron heard of it." We ran this one around for a long time, and it fell into our

eternal pending file. We wrote to *Hobbies Magazine*, and they said, "We have checked our files for a club; sorry, nothing." Sometime later I was in the stacks in the Art Department (this is one of my favorite places), paging through *Spinning Wheel* Magazine, and there was an article on tea tags. So I showed it to the person who was working on this question, and she wrote to the author of the article who seems to know a lot about Tea Taggers. This woman said first of all, "This organization was started by Mr. Theodore Werkenthin of Virginia, and not in England as your patron suggests. Mr. Werkenthin is still listed in the Virginia telephone directory, and I have written several letters to him, and they have not been answered. The Tea Taggers no longer exist. I was a member in the '50's, and am sad to say it has dissolved because no one would take it over after Mr. Werkenthin could no longer assume the responsibility." Anyway, she gave us a long list of articles, some of which she had done, on collecting tea tags. Sort of an added fillip to this was that the woman who gave us all this information was the woman who had come into one of your libraries and sent in a question on the history of golliwog dolls in England, so she was very happy to help us.

Question - We're from up in the valley, and I've been referring some patrons down to the De Young Museum for the authentication service which they have. Is that still going on?

Ms. Drissen - Yes; that's on the last page of your list - the hours, and what they handle.

Sue Critchfield - One thing about appraising things - I think a lot of people don't know about Butterfield's in the city. Most people want a price or want an idea about how much an object is worth. De Young did this a long time ago but got sued for it, so they no longer give any kind of monetary appraisal at all. At Butterfield's you can bring an item in, because Butterfield's is an auction house, and they're interested in seeing whether you have anything they might want to take over. They will give a monetary appraisal to any kind of object that is brought in. They'll give a straight money value on it, unless one needs it in writing for insurance purposes; then they charge.

Ms. Drissen - Yes, and Butterfield's is on your list, too.

* * *

BARC FINDS USEFUL...
Generally

Kovel, Ralph and Terry. *Kovel's Complete Antiques Price List.* 7th ed. Crown, 1974. $6.95.
Basic for every library. Tricky headings (no see reference from cameras to photography).

Mebane, John. *Collecting Nostalgia; the first guide to the antiques of the 30's and 40's.* Arlington House, 1972. $11.95. (Popular Library, 1973. $1.50 paper)
A book for the average collector - recent Americana; Disney collectibles; Depression glass; Buck Rogers water pistols; ceramics; Art Deco...

-------. *The Poor Man's Guide to Antique Collecting.* Doubleday, 1969. $7.50.
Articles beginning to move into the collector's ken. Porcelain for the masses; nail files; knife rests; mustard and horseradish pots; candlesticks... List of articles and books for pursuit.

-------. Two books not listed in the current Books in Print by John Mebane, editor of Antiques Journal, also prove very useful: *What's New That's Old.* Barnes, 1969. $9.50. *The Coming Collecting Boom.* Barnes, 1968. $8.50.

Random House Collector's Encyclopedia: Victoriana to Art Deco. N.Y., Random House, 1974. $25.
WLB (2/75 p.459) finds it packed with wide range of information. Not yet seen; on order, SFPL.

Specifically

Adams, John P. *Bottle Collecting in America.* New Hampshire Pub. Co., Somersworth, 1971. $8.95; $5.95 paper.
Techniques for finding bottles. How, when, what to buy; identifying and pricing; 600 bottles photographed, priced and identified.

Anderson, Will. *The Beer Book.* Pyne Press, 1973. $17.50.
The collectibles (bottles, trays, labels, calendars, tap knobs...); representative American breweries; great brewing cities. Bibliography.

Baillie, G.H. *Watchmakers and Clockmakers of the World.* 2d ed. Wehman, 1947. $8.95.
Contains alphabetical list of about 35,000 names of makers; list of initials and monograms found on clocks and watches; list of place names and maps. For establishing date and identification of maker; no illustrations.

Baumann, Paul. *Collecting Antique Marbles.* Wallace-Homestead, 1970. $7.50.
A mixture of marble history, production methods, and description of types.

Chu, Arthur and Grace. *Oriental Antiques and Collectibles; a guide.* Crown, 1973. $7.95.
Practical, moderately priced, readable. Covers the main categories of orientalia-bronze; jade and other stones; painting and calligraphy; ceramics; cloisonne; painted enamels; Peking glass; beads, bangles and baubles; lacquer; ivory; wood; textiles. Chapter on care and repair. Price guide (not price list) gives rules and standards by which Oriental objects may be evaluated.

Clark, Mary Jane. *An Illustrated Glossary of Decorated Antiques; from the late 17th Century to the early 20th Century.* Tuttle, 1972. $8.75.
Includes information on the decoration of glass, leather, metal, papier-mache and wood; data on clocks, looking glasses and furniture; word sketches of painters, craftsmen, inventors, tinsmiths and tin centers; manufacturers and manufactories. English & American.

Clutton, Cecil, et al. *Britten's Old Clocks and Watches and Their Makers.* 8th ed. Dutton, 1973. $40.
"A historical and descriptive account of the different styles of clocks and watches of the past in England and abroad - containing a list of nearly 14,000 makers." Illustrated.

Coleman, Dorothy, et al. *Collector's Encyclopedia of Dolls.* Crown, 1968. $25.
Well illustrated and very comprehensive. Has index of marks by numerals, dates, letters, initials and abbreviations, symbols and shapes.

Freeman, Larry. *New Light on Old Lamps.* 6th ed. Century House, 1968. $15.
Names and illustrates the different types of lamps used in 18th and 19th century America.

Gross, Harry. *Antique and Classic Cameras.* Chilton Books, 1965. Price?
Sorry, no longer in print. Great photographs - cameras and related items. Brief history of photography - words about collecting.

Hammond, Dorothy. *Confusing Collectibles.* Wallace-Homestead, 1969. $14.95.
Art glass; pressed glass; pottery and porcelain; milk glass; lamps; paperweights; furniture; cast iron banks and toys; metalware and woodenware. Illustrates hundreds of collectibles with an eye to distinguishing between new reproductions and the originals.

Howe, Bea. *Antiques from the Victorian Home.* Scribners, 1973. $14.95.
Covers the objects in the setting for which they were designed: the hall, the dining room, boudoir, library, nursery, best bedroom; parlour pastimes; souvenirs and cottage art; pictures without paint (fabric, pin prick, cut-paper, cork, hair, feathers, flowers).

Illustrated Catalogue of Photographic Equipment and Material for Amateurs. Morgan, 1970. $4.95 paper.
Facsimile of an 1891 catalog from E.&H.T. Anthony Co. Gives an idea of the types of equipment in use by amateurs in 1891. Issued during a period of transition in photographic equipment.

Klamkin, Marian. *The Collector's Guide to Depression Glass.* Hawthorn, 1973. $13.95.
Covers the individual items that were made by the Depression glass companies in America.

Lundquist, Myrtle. *The Book of a Thousand Thimbles.* Wallace-Homestead, 1970. $8.50.
A sampling - covers many categories: silver, gold, jeweled, enamelled plastic, borders, scenes, initials, dates. Some trademarks.

McClinton, Katherine M. *Art Deco: a guide for collectors.* Potter, 1972. $12.50.
The furniture, silver, ceramics, glass, textiles, metalwork, jewelry, graphics - AND a short chapter on "kitsch". Bibliography.

Munsey, Cecil. *Disneyana: Walt Disney collectibles.* Hawthorn, 1974. $19.95.
Mouse, Mickey, et al. Munsey has also done book on Coca-Cola collectibles.

-------. *Illustrated Guide to Collecting Bottles.* Hawthorn, 1970. $10.95.
Hobby history; glass production; old bottles - many types; unusual bottles; new bottles; collecting, cleaning, restoring. Wonderful chapter-by-chapter bibliographies cite books and periodicals.

Pearsall, Ronald. *Collecting Mechanical Antiques.* Arco, 1973. $7.95.
Chapters on the sewing machine; typewriter; telegraph; telephone; camera; cinematography; automata and mechanical toys; mechanical music; domestic appliances; gadgets.

Sharpe, Philip. *The Rifle in America.* 4th ed. Funk & Wagnalls, 1958.
833 pages of extensive information; no longer in print.

Toulouse, Julian H. *Fruit Jars; a collector's manual.* Nelson, 1969. $15.
A 327-page glossary of the jars; biographical information on the men who made them; dating the fruit jar; patent chronology; fruit jar seals; list of manufacturers.

Care and Restoration

Encyclopedia of Antique Restoration and Maintenance. N.Y., Potter, 1974. Dist. by Crown. $12.50.
WLB, Feb. 1975, sees encyclopedic format as main strength of this new work. Feels better sources for serious restoration and preservation are Fall's, Ratcliff's, and Taubes'.

Fall, Frieda Kay. *Art Objects, their care and preservation; a handbook for museums and collectors.* McGilvery, 1973. $17.50.
Serious preservation for the serious collector - museum quality. Much information on how to move valuable works of art. Little in the way of repair.

Kinard, Epsie. *Care and Keeping of Antiques.* Hawthorn, 1972. $6.95; $2.95 paper.
For the casual as well as the serious collector - art in the home; crystal chandeliers; clocks; frames; glass; ivory; music boxes; papier-mache; porcelain; tinware... Care rather than repair.

Ratcliff, Rosemary. *Refurbishing Antiques.* Chicago, H. Regnery, 1971. $5.95.
Furniture and wood; upholstery; paintings; prints; books; metal; silver mending; china; glass; carpets and materials; gilding; dolls... Not great detail, but at least how to go about it.

Taubes, Frederic. *Restoring and Preserving Antiques.* Watson-Guptill, 1969. $8.95.
Treating wood; gilding and silvering; worm damage to wood; restoring stone and stone-like materials; treating metals; restoring paintings. Step-by-step instructions. Geared towards the amateur collector.

Magazines

Antique Trader; price guide to antiques and collectors' items. P.O. Box 1050, Dubuque, Iowa 52001. Quarterly. $5/yr.
Of value in a library for collectors to compare current prices of collectibles and popular antiques, but primarily for individuals who wish to capitalize on current trends in collecting.

Antiques Journal. John Mebane, ed. Box 1046, Dubuque, Iowa 52001. Monthly. $7.95/yr.
For the general collector. Earrings to snuff boxes: political novelties to early American teakettles. Book reviews. Book advertisements offer a good guide to the most popular semiprecious collectibles of current interest.

Hobbies; the magazine for collectors. Lightner Pub. Corp., 1006 S. Michigan Ave., Chicago, Ill. 60605. Monthly. $6/yr.
Consists mainly of regular departments: historical records, dollology, mechanical banks, old glass and china, stamps, numismatics, post cards... Display and classified advertisements comprise about two-thirds of each issue.

Spinning Wheel; antiques and early crafts. Everybodys Press, Inc., Fame Ave., Hanover, PA 17331. 10 issues/yr. $9/yr.
Each issue contains approximately 10 feature articles on a wide range of antiques and collectibles. Many book reviews and advertisements for books on antiques. For the beginning buff; good complement to Antiques Journal. Jan-Feb issue contains yearly subject index.

Western Treasures; the magazine treasure hunters believe in. People's Pub. Co., Inc., 1440 W. Walnut St., Compton, CA 90220. Bimonthly. $4.50/yr.
Aimed toward the "metal detector" treasure hunting crowd. Articles like: "Find Treasure with Dowsing Rods"; "Build this Sluice Box"; "Oklahoma Bottle Find"; "Big Nose Parrott's Lost Gold." Regular Coin Corner; Club News and Calendar.

Collectible Sources

CAMERAS - Classic Camera Store, 1780 Mission St., San Francisco, CA 94103. 863-6884. Has antique camera museum and does appraisals for most of Northern California.

CLOCKS - National Association of Watch & Clock Collectors, P.O. Box 33, Columbia PA 17512. Will forward letters to their members. Membership covers almost every nation. Many are experts on different makes of clocks.

COMIC BOOKS - Price Guide, published by Robert M. Overstreet, 2905 Vista Dr., N.W., Cleveland, Tenn. 37311. Have not seen, but is recommended by Golden Gate Comic Art Shop, 722 Columbus, San Francisco. The 1974 edition was $6.50; they expect the 1975 edition to be out soon.

GUNS - Old West Gun Room, 3509 Carlson Blvd., El Cerrito, CA 94530. 525-5329. Has a reference library. David Cumberland is particularly knowledgeable about all types of guns and paraphenalia (ammo, cannons, powder flasks, armoured vehicles, handcuffs...).

POSTCARDS - The Golden Gate Post Card Club, Activities Room, YMCA, Golden West Branch, 333 Eucalyptus Dr., San Francisco, CA 94132. Meets there on the 4th Sunday of the month, 2:00 p.m. Corresponding Secretary: Lynne Lipen, 797 14th Ave., San Francisco, CA 94112.

POSTCARDS - The Deltiologists of California, Leininger Center, 1300 Senter Rd., Kelley Park, San Jose, CA 95112. Meets there on the 3rd Monday night of the month, 7:30 p.m. Secretary: Vivien Golinsky, P.O. Box 5415, San Jose, CA 95150.

Authentication and Appraisals

Send for: Membership Directory. Appraisers Association of America, Inc., 541 Lexington Ave., New York, N.Y. 10022. $1. Alphabetical listing by personal name. Has subject index; geographic index.

Butterfield & Butterfield. 1244 Sutter St., San Francisco, CA 94109. 673-1362. Do appraisals every Friday (10-4), no appointment necessary. Will tell you price Butterfield would pay and price they think object would fetch at public auction. These free appraisals are verbal only; written statements involve fees. Willing to consider a wide range of objects (from old bottles on).

The San Francisco Museum of Art recommends appraiser John MacKenzie, 209 Post St., San Francisco. Says IRS often uses his service as well. Fee charged.

Authenticating Service: M.H. de Young Museum, Golden Gate Park, San Francisco, CA 94118. Public can bring in items the last Friday of each month, 10-12 a.m. (558-3441). Service extends to old, rare books. Will help you identify what you have; wide range of objects considered. No monetary appraisals. Closed summer. Special appointment necessary for Oriental art through Asian Art Museum (Avery Brundage Collection), 558-2993.

Catalogs To Send For

Century House
P.O. Watkins Glen
New York, N.Y. 14891

Mid-America Book Co., Inc.
Leon, Iowa 50144

Wallace-Homestead Book Co.
1912 Grand Ave.
Des Moines, Iowa 50305

Bookstore

Waldenbooks - A chain bookstore which carries many books in the collectible area.

* * *

Compiled by Sandra Drissen, March 12, 1975

BIOGRAPHY
Bonnie Dopp

My list [see p. 8] includes most of the things BARC has used for biography questions, but I'd like to make some general comments on biography questions before discussing the sources on the list.

The first question on the PM&M test was a biography question, and biography questions are received by almost every department of a public library. Public libraries usually don't have a separate section just for biographies, but there are biography-type reference books in most departments.

Biography questions are like other reference questions in that the more the patron tells us about the person s/he's looking for information about, the more information we can find. The minimum requirements, usually, for finding anybody in biography reference works are the person's name, the person's nationality, the person's dates and his or her field of endeavor. Often when BARC gets a biography question, one of these 4 things isn't known, and it often is difficult to find information on a person.

Last week I worked on an artist question; BARC gets many of these. They seem to be the most difficult to answer, and for this one the answer happened to be in the *National Cyclopedia of American Biography*, which is the first book I put on my biography reference list. It's something that all large public libraries generally have, but we don't often think of looking in that particular set of books for artists and musicians. It turned out that this person was an artist, but he was primarily an architect, and I found more information about him in an architectural reference work than in an artistic one. He had once won a small prize for some watercolors he had done. The patron apparently had one of the watercolors, but didn't know the person had been an architect. We were looking in books on painters instead of books on architects. Anyway, we did finally find it in the *National Cyclopedia*. I mention this, because we often think of looking in the *National Cyclopedia* for businesspeople and politicians, but we sometimes forget that it also lists artists, authors and scientists. It's a wonderfully comprehensive book of American biography. It often has good, complete information on obscure people.

When you send a biography question to BARC, we would appreciate it if you would try to think of the kinds of books and sources that we might check. We appreciate suggestions about the various kinds of searches we could be making.

Next on the list are the G.K. Hall catalogs that we often use in answering biography questions. These sets of books are not books that are usually bought by small libraries. The ones listed here are ones which BARC has found useful in checking out biography questions. SFPL owns others in addition to these.

We had a question awhile back about an Indian whose name came to us as "Big Nose George"; there was no last name given. We found some information about him in the G.K. Hall catalog of the Department of Interior's *Biographical and Historical Index*, and from there we found out what his last name was. Then we were able to do more searching in our history collection and find out a little more about him. This is just one example of how useful these books can be.

The California State Library California Room has a lot of things. I called there last week and asked for a rundown of the kinds of lists and indexes they have. The files I have included on the list are ones I was told they have; most of them pertain to the Northern California area. They probably have similar indexes to Southern California newspapers. They said they are not overly busy. They can accept questions from any library, not just BARC. I asked that specifically. I asked whether librarians could go directly to CSL for information, and they said they would welcome any of your questions. We frequently use CSL to find information on California artists.

Other state libraries have been very helpful with biography questions. When you send us a question about an artist or about an American historical figure, try to tell us what state s/he was in when s/he did most of her/his work; we can then write to the state library or an historical association in that state. We often receive very comprehensive answers from these sources.

SFPL has some biographical files, and I have listed those. They're not all kept perfectly current, but most of them are. Some of them are just being updated now, in particular the local authors file in the Literature Department. This is one way we can answer the

question, "Is So and So still living?". That's often a hard question to answer. Unless s/he's been included in something like BARC *Update*, and the library staff has updated all of the books mentioning the person, it's difficult to give a definite answer on whether someone is still alive. It's a question libraries get a lot.

Internal files are one way to keep a record of the deaths of famous people. Even *Who's Who in America* doesn't always know. They will list in *Who Was Who in America* people who are over 95 years old that they haven't been able to contact. If those persons happen to still be living, *Who Was Who in America* apologizes to them in the foreword.

There are files similar to the ones we have in San Francisco in the Los Angeles Public Library, and BARC can use them by contacting SCAN.

Who's Who in America and the other Marquis publications are generally considered the most authoritative works in the field of biographical reference.

One book which several on the panel may mention today is one by Ash & Lorenz called *Subject Collections*, which I'm sure most libraries have. It's one of our favorite tools, because it lists very specialized collections in libraries.

I've mentioned foreign consulates, because I recently used one for a biography question. They have a host of materials that libraries never get, particularly in foreign languages, and they've been very helpful to us. When we have a question about foreign businesspeople, for example, we can call the consulate and hope they have the information.

What I've listed last are the books we use for artists' biographies. The Thieme-Becker-Vollmer *Künstler Lexikon* is famous. I wrote to a Belgian library last week for information on a painting by a Belgian artist I found listed in it.

Who's Who in American Art is something I haven't seen on many lists of sources checked when you send questions to BARC. I don't know whether many libraries have it. SFPL has it for the whole run, 1936 on. Before that, for 1900-1933, something called the *American Art Annual* has biographical information. These are very useful books.

The knotty problem of a patron who comes in and says, "I have a painting of a San Francisco waterfront scene, and the initials on the painting are A.B.", is sometimes answerable by using one of the better monogram books. The most standard one is in German, the *Monogram Lexikon*. It has answered some questions. It usually doesn't, but keep in mind that it can. There are also many books in the SFPL collection on types of art, like marine painters, and books on art by country.

Are there any questions or comments? Anything that you've found useful that I haven't mentioned?

Comment from audience - We use *New York Times Biographical Edition* a great deal for contemporary authors as well as politicians. It's very good. I wanted to ask if you know of anything special that one can use to find the one-book author.

Carol Zajchowski - Yes, usually you can write to the publisher.

Biography References

National Cyclopedia of American Biography.

G.K. HALL CATALOGS at SFPL (a select list of those most useful for biography)

Indians: *Biographical and Historical Index of American Indians and Persons Involved in Indian Affairs* (Department of the Interior).
Catalog of the Edward E. Ayer Collection of Americana and American Indians (Newberry Library).

The West: *Catalog of the Yale Collection of Western Americana* (Yale University).

Blacks: *Index to Periodical Articles by and about Negroes* (formerly *Index to Selected Periodicals Received in the Hallie Q. Brown Library*).
Dictionary Catalog of the Schomberg Collection of Negro Literature and History (New York Public Library).

Artists: *Avery Obituary Index of Architects and Artists.* (Columbia University)
Avery Index to Architectural Periodicals. (Columbia University)
Index to Art Periodicals. (Art Institute of Chicago)

Scientists: *Biographical Notes upon Botanists.* (New York Botanical Garden)

STATE LIBRARY, CALIFORNIA, CALIFORNIA ROOM has:

Biographical Cards: Done by the biographees themselves, on artists, state officials, authors, musicians.

Information File: Culled from the Californian who's who-type publications, newspapers, periodicals, county yearbooks.

Indexes: To the *San Francisco Bulletin*, 1850-1870.
To the *San Francisco Call*, 1894-1903.
To all San Francisco newspapers, 1904 to the present.

Pioneer File: On settlers before 1860.

Mortuary File: For Central California (including San Francisco and Sacramento) for 1850-1910.

Register of Voters: For San Francisco, 1888-1904.

OTHER STATE LIBRARIES (addresses listed in the *ALA Directory* under "State and Provincial Public Library Agencies").

STATE HISTORICAL SOCIETIES - listed in the *ALA Directory*.

SAN FRANCISCO PUBLIC LIBRARY FILES:

BARC thru the years
artists
portraits
musicians and performing artists (theatre people, radio, t.v.)
S.F. Bay Area sports personalities
picture file
author morgue
California authors
authors' portraits
local authors (San Francisco Bay Area)
biographies of city officials
Californiana files
rare books (printing and bookbinding)

SIMILAR FILES IN LOS ANGELES PUBLIC LIBRARY

ASH & LORENZ, *Subject Collections*. Headings such as the following lead us to libraries with specialized collections in biography: Cowboys, Indians, Business--biography, Artists--biography, Samuel Gompers, Eleanor Roosevelt, Musicians, Crime and Criminals, Presidents and the Presidency.

FOREIGN CONSULATES, often have more up-to-date editions of who's who-type publications than we do.

ARTISTS

Thieme-Becker-Vollmer, *Künstler Lexikon* (in German).
Bénézit, *Dictionnaire Critique et Documentaire des Peintres*, etc. (in French).
Who's Who in American Art (1936-current).
American Art Annual (from 1900-1933 has biographical section).
Monogram Lexikon (in German) - monogram to artist, artist to monogram.

* * *

Prepared by Bonnie Dopp, March 12, 1975

BUSINESS

Carol Coon

In the short time that I have I cannot possibly tell you about all the varied types of business questions we receive. They are so diversified and usually very challenging, and can entail a simple search in a directory, or it can involve a lengthier search on a particular project. Business as a subject is interesting in that it is changing constantly. Consumer trends, federal, state and local legislation can have a direct influence on business as well as national and international, social and political situations, and even Mother Nature when she destroys the corn crop in the Midwest. Consequently, for most business questions current information is the most valuable. Otherwise a business question is handled like any other question - to identify the problem, and then find the sources that answer it best. To this end we have a great deal of help because the bibliographic control in business is tremendous. The bibliography, "Books To Grab" [see p.11], is a small list compared to the hundreds of books and periodicals published by trade publishers, associations, government agencies and business schools in just general sources of business information. There are many published by specific titles, such as *Guide to Sources of Information on the Petroleum Industry*.

OK, as it happens to us all, we are not finding what we want after we've searched the library resources. It is at this point that we go outside the library, to the agency that collects the statistics we need, a trade association, and quite often a person in the business. Asking the person who knows can be a delicate situation, and I feel is best undertaken from a position of some knowledge based on what you have found or not found. This is particularly true with government publications. As a whole I have found the resource person to be very helpful.

One question I worked on recently - the patron wanted a list of all American companies that manufactured olive oil presses. After checking the library sources, I was not getting anywhere, so I called a few companies listed in the Yellow Pages under "Olive oil" and "Oils--vegetable." All said that they knew of none, and they imported their presses; one I called explained why: There is no market in manufacturing them here, because 98% of our olive oil is imported.

We also rely on business people or agencies for another frequently asked business question, and that is, how to start a particular type of small business. I would like to pass along an idea from the Department of Commerce. When they are advising prospective small businesspeople they try to determine how much the person knows about starting and managing a business in general. The Department says that when a small business fails, it is most often due to poor management. So if their businessperson needs this kind of help, he or she is referred to the Small Business Administration. The SBA offers a workshop here in San Francisco every third Monday of each month from 8:30 to 4:30 on how to start a business. Persons should make reservations by writing the Small Business Administration, Attention Morris Bush, 450 Golden Gate Avenue, San Francisco, CA 94102. So suggesting a general book or pamphlet on how to start a business in general could be of help to your patron while we are working on the specific type of business. The California Department of Commerce publishes pamphlets on how to do business in California, how to incorporate, etc., and could be helpful to someone who wants to import or export to or from California.

I won't say much about finding financial information on companies. We all know that such information on publicly held companies is farily easy to find and difficult for private companies or subsidiaries. I think *Thomas' Register* is useful for an estimate of assets, and I hope when I finish some of you will share your reference techniques in this area.

I'll conclude with a brief mention of my favorite type of business question - company history. We often get them in relation to old collectible items. For example, the patron has an old wood-burning stove manufactured by such and such company, and they want to know when and where the company was in business. We all have our own technique for starting on these. Sometimes it is approachable by product, if something has been written about the history of manufacturing the product in the U.S. Sometimes I'll start with old

Moody's Manuals or *Scudder's Obsolete Securities*. If the item has a patent number, this can be very helpful for us, if only for finding where the company was located. We probably write more letters for this type of business question - to state corporation departments, Smithsonian Institution, libraries and historical societies and museums.

An interesting one I had last year was the L. & I.J. White Company of Buffalo, New York. The Buffalo and Erie County Historical Society had clipped a newspaper article about the company when it closed in 1940. I think it is a good example of what I said earlier about outside influences on business. The company had been in business for a hundred and three years, manufacturing hand-fashioned fine-edged cutting tools for skilled craftspeople. They were very fine quality tools, but the company failed because the demand for hand tools slumped when the woodworking and metalworking industries turned almost entirely to the use of machinery. So, in a way, when the company failed it signified a change in our culture from the hand-crafted to the machine-made product.

I have some information about the Department of Commerce. I don't know how many of you have patrons that would be interested in this. It's called the *World Trader's Data Report*, and it's $15. It's quite current, and it comes quickly. It's used by businesspeople primarily interested in exporting a product. These reports are prepared by the U.S. Foreign Service and include such information as the year of establishment, the method of operation, lines handled, sales territory, name of the chief executive, general reputation in the trade and financial circles, names and addresses, credit sources, names of the firm's trade connections, and other kinds of commercial information on foreign companies. I understand that if they don't have a report, they'll send someone who's out in the field in that particular country to get it for the company that they're being asked about.

* * *

BOOKS TO GRAB
When You Don't Know Where To Begin

A few basic guides, but by no means an exhaustive list of books, to search for BUSINESS INFORMATION. These sources will lead one to books, government publications, periodicals, organizations, associations, and public and/or private agencies that would have the particular information needed. Hopefully a short selected list will be more helpful than an enormous mass of references.

American Economic and Business History: Information sources, by Robert W. Lovett. Gale, 1971. $14.50.
An annotated bibliography of recent works pertaining to economic, business, agricultural, and labor history and the history of science and technology for the U.S. and Canada.

Best Books on the Stock Market, an analytical bibliography, by Sheldon Zerden. Bowker, 1972. $12.95.
A guide to investment literature; evaluates books on investment methods, history of the markets, psychology of investment, mutual funds, etc. Includes textbook and reference book section.

Commodity Prices: a source book and index, 2d ed., by Paul Wasserman. Gale, 1974. $15.
Two hundred sources for current prices of 4500 commodities.

Croner's Reference Book for World Traders, by Ulrich Croner. Croner Publications, Inc., 211-03 Jamaica Ave., Queens Village, N.Y. 11428. $30/yr.
A loose-leaf handbook covering information required for market research and for planning and executing exports and imports to and from all foreign countries. Useful also for information sources and services in the United States and foreign countries such as foreign chambers of commerce in the U.S. and vice versa. Kept up to date by monthly amendments.

Data Sources for Business and Market Analysis, 2d ed., by Nathalie Frank. Scarecrow, 1969. $10.

References have been selected on the basis of their general usefulness in researching economic conditions, business trends, and consumer and industrial markets.

Directory of Business and Financial Services, by Mary McNierney Grant and Norma Cote. Special Libraries Association, 235 Park Ave., So., New York, N.Y., 1974. Price not set.

New and unseen, but their previous publications have been excellent and inexpensive.

Encyclopedia of Business Information Sources, 2v., by Paul Wasserman. Gale, 1970. $47.50.

Detailed listing of business and related topics with a list of periodicals, organizations, bureaus, directories, bibliographies and other sources concerned with each topic.

European Companies, a guide to sources of information, 3d ed., by G.P. Henderson. CBD Research Ltd., 154 High St., Beckenham, Kent BR3 1EA England, 1972. $30.

A guide to sources available for information about business enterprises anywhere in Europe - sources in official records, publications and commercial services. It describes the sources that exist and helps in the selection and use of the appropriate service or publication. A useful section on each country tells if there is an official register or a governmental department that maintains records of all companies in that country.

Guide to American Directories: a guide to the major business directories of the United States covering all industrial, professional, and mercantile catagories, 9th ed., by Bernard Klein. B. Klein Publications, 1974. $35.

The standard guide to directories published by business and reference book publishers, magazines, trade associations, chambers of commerce, and by city, state and federal government agencies.

Guide to American Scientific and Technical Directories, by Bernard Klein. Klein Publications, 1972. $25.

A comprehensive guide to over 2,000 publications covering the social sciences, physical sciences, and all industrial and technical areas.

Guide to Business and Investment Books, 1974, by George Wein. Select Information Exchange, 2095 Broadway, New York, N.Y. 10023. Price unknown.

Over 7,500 different business and investment books in print at the time of publication are analyzed, described, priced, and categorized by subject.

Handbook of International Business and Investment Facts and Information Sources, by Juvenal Angel. Monarch, 1967. $25.

Sources of information for international facts - tariff regulations overseas, documents needed by American exporters, American trademark rights in foreign countries, world-wide patent laws, domestic sources of international information, and much more.

International Business and Foreign Trade Information Sources, by Lora Wheeler. Gale, 1968. $14.50.

A subject approach rather than by country. A comprehensive and organized inventory of the resources available for fact finding in a particular field - theory of international trade, international investment, international marketing, advertising, etc.

Investment Information, a detailed guide to selected sources, by James Woy. Gale, 1970. $14.50.

Serves as an index to regularly recurring financial statistics. Arrangement is alphabetical with many cross references.

Open the Book - how to research a corporation. Urban Planning Aid, Inc., 639 Massachusetts Ave., Cambridge, Mass. 02139, 1974. $1.50.

BARC has on order, so unable to give a recommendation.

The Sophisticated Investor, ed. by George Wein. Published twice annually by Select Information Exchange, 2095 Broadway, New York, N.Y. 10023. $1.

Select Information Exchange is one of the leading Financial Publications Subscription Agency. In tabloid format over 400 investment services are described with complete subscription information. Also useful are the book reviews, ads, and investment articles.

Sources of Business Information, 2d ed., by Edwin T. Coman. University of California, 1964. $11.

Basic knowledge of where and how to search for information to answer a specific problem. Useful for research methods.

Statistics Sources: a subject guide to data on industrial, business, social, educational, financial, and other topics for the United States and internationally, 4th ed., by Paul Wasserman. Gale, 1974. $45.

The basic finding guide to statistical information. Dictionary arrangement by topics listing publications and/or government or private agencies which provide statistical data.

Trade Directories of the World, by Ulrich Croner. Croner Publications, Inc., Queens Village, N.Y. 11428. $20/yr.

Also a loose-leaf directory containing the latest information on all business and trade directories in the United States and foreign countries. Kept up to date by monthly amendments. Arranged by continent then by country.

World Wide Business Publications Directory, by George Smith and Herbert J. Smith. Simon & Schuster, 1971. $25.

A directory of yearbooks, handbooks and encyclopedias as well as a directory of periodicals and research studies. It lists not only general product directories but also directories by specific product. A good source for product directories of the U.S.

Miscellaneous

A Guide to Public Records. San Francisco Consumer Action, 2209 Van Ness Ave., San Francisco, CA 94109, 1973. 35¢.

A guide to where information can be found in public records. Business information includes names of owners, managers, officers, property transactions by business, court cases by or against the business, tax standing, type of business, etc.

Guide to the County Archives of California, by Owen C. Coy. California Historical Survey Commission, 1919.

Old but useful guide to what is available in county public records. Among the records are those pertaining to private businesses. Records usually include articles of incorporation, but it varies with the county and generally records are from the middle 1800's to date.

* * *

Compiled by Carol Coon, March 12, 1975

HOW TO MAKE IT
Pat Stewart

One of the great uses of the public library has always been self-education of a very practical sort; and nowhere is this more evident than in the ubiquitous presence in our libraries of the do-it-yourselfer. The range of questions that people bring to the library, seeking detailed instructions on how to make at home, seems endless and covers the whole gamut of manufactured products. Some of these involve processes that are, in fact, too high tech for home fabrication. On the other hand, some of the requests are for products that only a generation or so ago were the common property and knowledge of the community; but the skills involved in these traditional crafts are vanishing so quickly that unless they have been compiled in some book, the techniques and formulas are often very difficult to discover. Examples of some books that have been particularly useful on traditional craft techniques are the *Shell Book of Country Crafts* and the *Foxfire* books. Also, Eric Sloane's books have excellent illustrations of old hand tools and building techniques. However, many current books are directed more toward the market for nostalgia than toward the desire to give practical instructions to novices.

Of course, in these last few years there has been a great resurgence of interest in handicrafts, which has been reflected in publishing. We've seen endless numbers of books published on making quilts, candles, soap, leather garments, needlework, furniture, kitchen cosmetics, herbal medicines, and so on. In addition, there has been a revival of interest in farm skills amongst a sector we might call the nouveau rural. Book publishing has begun to pick up on this with the *First Time Farmer's Guide*, *Cloudburst*, the *Homesteader's Handbook*, and so on, and has tried to meet the need for the most basic knowledge of agricultural skills for people who were not brought up in the tradition. Two very useful periodicals that meet this need are *Countryside* and *Mother Earth News*.

The movement toward total independence is also evident in recent publication of books on homemade alternative sources of energy. Anthologies such as *Producing Your Own Power*, published by Rodale in 1974, and the *Mother Earth News Handbook of Homemade Power*, published earlier in the year, are evidence of this. Particularly useful as information exchanges are the newsletter *Solar Energy Digest*, and the periodical *Alternative Sources of Energy*.

In fact, there is so much information, there is so much book publishing and periodical publishing directed toward the whole field of making-it-yourself, that it's impossible to make a comprehensive list. So what I've done very briefly is just list some of our favorite tools that we use in BARC, that we grab first to answer the kinds of questions that we get [see p.15].

Index to Handicrafts is the most familiar and useful tool. It has been the source for answers to questions such as how to make a water softener, duck call, hydraulic ram, and various musical instruments. The thing to know about *Index to Handicrafts* is that it explicitely excludes periodicals indexed by *Reader's Guide*, which leaves out that whole range of *Popular Electronics*, *Popular Mechanics*, *Scientific American*, etc. So don't forget also that *Reader's Guide* is also a very valuable source for this kind of information.

The *Index to How-to-do-it Information* is very nice, especially the 1968 edition which had all sorts of little illustrations and annotations of things indexed. It covered periodicals not covered by the *Index to Handicrafts*, but apparently it's no longer being produced, unfortunately.

The next item may not have been seen by any of you. *Kits and Plans* has been very valuable to BARC ever since we've had it. What Rosenbloom has done is to analyze some 450 catalogs from manufacturers who sell kits or plans, and to give them a good subject access. *Kits and Plans* covers a wide variety of products - boats, musical instruments, antique airplanes, brainwave machines, etc. If, as is frequently the case, the librarian can't find sufficiently detailed plans within the collection, the patron is often very pleased to be able to send away to a commercial source for exactly what he wants.

This is the first of a whole series called the *Finder Series* that Oliver Press is putting out. Another in the series is a directory of craft suppliers called *Craft Supplies*

Supermarket. Again, this directory has a very useful subject access. One of the subjects is "Books for Craftsmen." This lists stores which make available their catalogs of crafts books. Libraries might consider sending for these catalogs if they do much ordering of crafts books, as these catalogs often include small press and out of print titles.

Next on the list is our old favorite, now updated, the *Last Whole Earth Catalog*, with 3000 corrections, which are mostly changes of prices. It's made even more useful by the improved index in the back of *Epilog*. *Whole Earth Catalog* and *Whole Earth Epilog* continue to be very useful, not only as an ordering tool for getting the books into the library in the first place, but because products are reviewed and manufacturers' or distributors' addresses given. *Catalog* and *Epilog* are kept up to date by a magazine, *CoEvolution Quarterly*, which has had 4 issues so far. Again, it has the same kind of format as *Epilog* and *Catalog*, but it has some longer articles.

There are some other useful guides that have the familiar *Whole Earth Catalog* format. *Shelter* is one of them. It's a treasure to look at, and it's of great help for questions like how to build a sod house or rammed earth or adobe house. Recommendations are given for the best books and government documents on the subject. An annotated bibliography in the back lists best books on house wiring and plumbing, etc.

Another useful source is the *Energy Primer*, a Portola Institute publication. It's the same kind of format as *Whole Earth Catalog*, but is devoted to reviews of books and hardware only about one-fourth of the book. The bulk is summary articles and the focus is on small scale systems and back yard technology. It's just the best starting place for all of those questions on methane digesters, windmills, waterwheels, how to make a solar cooker, etc.

The other thing, of course, that we all use constantly is *Mother Earth News*. Its numerous how-to-do-it articles have been made more accessible through this index, produced by the Veteran's Memorial Public Library in Bismark, North Dakota.

Another useful item on the list, just for those occasional questions on how to make various electronic apparatus, are the 2 volumes by John Markus, the *Sourcebook of Electronic Circuits* and *Electronics Circuits Manual*. Both these volumes serve as indexes to designs for electronic equipment that have appeared in electronics periodicals. The circuit diagram is given, but for construction details and calibration procedures, it may be necessary to secure the original article.

Not all the questions that BARC receives on how to make various items can be answered from books or periodicals within the collection. Examples of useful outside agencies which have provided answers are the Oregon Historical Society, which has plans for a full size Concord stagecoach and the Carriage Association of America, which has answered several questions on making carriages and surreys. They publish *Carriage Journal*, which SFPL will soon be receiving. In reply to a recent question on how to make a cat carrier, Susie Page, who writes a column for *Cats Magazine*, drew up a diagram for us for making a plywood and wire carrier. Sandra's letter and Susie's reply are published in the February '75 issue of *Cats Magazine*.

I've listed only a dozen in-print titles of books that have answered recent BARC how-to questions. You could probably all add a dozen of your own perennial favorites.

* * *

MAKING IT
Favorite Guides to Information for the Do-it-yourselfer

How-to-do-it Books; a selected guide. 3d ed. rev. Bowker, 1963. o.p.
Annotated list of more than 4000 entries arranged alphabetically under 775 headings. Includes some government publications and a few publications or organizations and plans available commercially.

Index to Handicrafts, Modelmaking and Workshop Projects. 5v. 1st vol. (c.1936) and suppl. #1 (c.1943) $9 each; suppl. #2 (c. 1950) $10; suppl. #3 (c.1965) $14; suppl. #4 (c.1969) $10; suppl. #5 (c.1974) $18. Faxon.
An invaluable guide to material in books as well as periodicals. Does not cover periodicals indexed by *Reader's Guide*.

Index to How-to-do-it Information. 6 Pts. Pt.1, 1963; Pt.2, 1964; Pt.3, 1965 - each $3 paper. Pt.4, 1966; Pt.5, 1967; Pt.6, 1968 - each $5 paper. Lathrop.
Annotated subject list to selected articles appearing in 16 periodicals, including *Family Handyman, Popular Electronics, Popular Mechanics,* not covered by *Index to Handicrafts.*

Kits and Plans by Joseph Rosenbloom. Oliver Press, 1400 Ryan Creek Rd., Willits, CA 95490. $3.95 paper.
Catalogs of companies which supply kits and plans have been analyzed and their projects or products broken down into useful categories from A-frames to Yurts. Most useful source.

Craft Supplies Supermarket by Joseph Rosenbloom. Oliver Press, 1400 Ryan Creek Rd., Willits, CA 95490. Dist. by Scribner's, Dist. by Scribner's, Dec. 1974. $3.95 paper.
Index to supplies and equipment available from over 450 craft supply sources. All companies listed must have a catalog, sell retail, and must sell by mail order. Products and services are described by company. Catalog price (if any) is given.

Last Whole Earth Catalog. o.p. *Whole Earth Epilog.* Dist. by Penguin Bks, $9.25; $4 paper. *CoEvolution Quarterly.* 4 issues/yr. $6. CQ, 558 Santa Cruz Ave., Menlo Park, CA 94025.
Winter 1974, an *Updated Last Whole Earth Catalog* is just off the press and available hardcover for $10.75 from Whole Earth Truck Store, 558 Santa Cruz, Menlo Park, CA 94025, $5 paper. (Info according to *CoEvolution Quarterly.*) This perennial favorite source for questions from the alternative do-it-yourselfer serves as both an evaluation tool for book ordering and an access device to products as well as to books and pamphlets. Index in *Epilog* is to both vols.; pagination is continuous. *CoEvolution Q.* updates *Catalog* and *Epilog,* but also carries lengthy articles.

Shelter. Shelter Publications, P.O. Box 279, Bolinas, CA 94924. c.1973. $6 paper.
Same format as *WEC.* This is a good first place to turn when looking for sources to answer such questions as "How to make a sod house", "How to build a dome", "Where to find a manufacturer of earth block presses", etc. There is an annotated bibliography which gives the "best" books on wiring a house, wood frame construction, etc.

Energy Primer: Solar, water, wind and biofuels. Portola Institute, 558 Santa Cruz Ave., Menlo Park, CA 94025. c.1974. $4.50 paper.
A primary guide to current info on renewable forms of energy. For questions of solar architecture, aquaculture, methane digesters, windmills, etc. The focus is on small-scale systems which can be applied to the needs of the individual, small group, or community. More than 1/4 of the book is devoted to reviews of books and hardware sources.

Mother Earth News. 6 issues/yr. $10. Box 70, Hendersonville, N.C. 28739. *Index to Mother Earth News Jan. 1970 to May 1974.* Pub. by Veteran's Memorial Public Library, Bismark, N.D. 58501. Oct. 1974. $3.50.
A clearinghouse and info exchange for back-to-the-land people, this periodical has innumerable how-to-do-it articles.

Markus, John. *Sourcebook of Electronic Circuits.* McGraw, 1968. $21.50.
-------. *Electronic Circuits Manual.* McGraw, 1971. $22.
For those designing all types of electronic equipment, these vols. serve as an index to 39 U.S. and foreign electronics periodicals. Circuit diagram and full periodical citation are given. For construction details and calibration procedures, it may be necessary to secure the original article.

U.S. Department of Agriculture. *Popular Publications for the Farmer, Suburbanite, Homemaker, Consumer.* U.S. Dept. of Agriculture List No. 5, Rev. Nov. 1973. 18p. Free.
A wide variety of plans for buildings and farm structures as well as how-to information on the domestic arts available from U.S.D.A.

Examples of Useful Outside Agencies

Oregon State University Farm Building Plan Service, Agricultural Engineering Bldg., Corvallis, Ore. 97331. (Plan for horse trailer, 85¢; plan for pole-type structures, 50¢.)

Oregon Historical Society, 11230 S.W. Park Ave., Portland, Ore. 97205. (Plans for a full size Concord Stage Coach. 2 large prints scale 1/8" to 1". Price $10.)

The Carriage Association of America publishes *Carriage Journal*, which has answered a number of questions on building carriages and surreys.

Volunteers in International Technical Assistance. VITA is a non-profit corporation that provides information and technical assistance to groups around the world, especially unindustrialized nations. Some of their publications are useful for the back-to-the land-movement: VITA, 3706 Rhode Island Ave., Mt. Ranier, MD 20822. *Village Technology Handbook*, Rev. 1970, 400p, $7. *Making Building Blocks with the CINVA-Ram Block Press*, 1966, 23p, 65¢. *Low Cost Development of Small Water Power Sites*, 1967, 43p, $1. *Low Cost Windmill for Developing Nations*, 1970, 45p, $1.

A Dozen In Print Titles We've Found Useful

Arnold, James. *Shell Book of Country Crafts*. Hastings. $8.95.
English country crafts - thatching, barrel and basket making, corn dollies, etc.

Bennett, Harry, ed. *Chemical Formulary*. Vols. 1-17, 1933-72, $11 each. Cum. index to Vols. 1-16, $19.50. Chemical Publishers.
Extensive compilation of formulas and methods for making thousands of products in all fields of industry. Includes cosmetics, sausage recipes, home tanning of fur skins, etc.

Churchill, James E. *Homesteader's Handbook*. Stackpole Books, 1974. $7.95.
Building adobe and sod houses, root cellars, and "smoke box" for a wood burning stove.

Ehle, John. *Cheeses & Wines of England & France with Notes on Irish Whiskey*. Har-Row, 1972. $10.95.

Farnham, A.B. *Home Tanning and Leather Making Guide*. 1950. 176p. $2.50. Available from Harding's Books, 2878 E. Main St., Columbus, Ohio 43209, or Whole Earth Store.
The best guide from skinning to tanning.

Grant, Bruce. *How To Make Cowboy Horse Gear*. Cornell Maritime, 1956. $4.
Making braiding of bridles, quirts, etc.; section on how to make a Western saddle.

Havens, David. *Woodburner's Handbook*. Media House, Box 1770, Portland, ME 04104. 1973. $2.50.
How to build simple stoves, design fireplaces and chimneys, cut firewood, etc.

Jenkins, J.Geraint. *Traditional Country Craftsmen*. Routledge/Kegan, 1968; repr. of 1965 ed. $9.25.
English crafts--thatching, tanning, stone masonry, saddle & broom making. Mainly directed toward nostalgia for vanishing skills, but useful for the total-independence seeker.

Kilby, Kenneth. *The Cooper and His Trade*. London, J. Baker, 1971. Dist. in U.S. by Fernhill House. $17.50.
Best source on how barrels were made; detailed enough to guide those attempting it today.

Sleight, Jack & Raymond Hull. *Home Book of Smoke Cooking, Meat, Fish and Game*. Stackpole, 1971. $7.95.
Good section on building smokehouses.

Wigginton, Eliot, ed. *Foxfire Book*. Doubleday, 1972. $8.95; $3.95 paper.
-------. *Foxfire Two*. Doubleday, 1973. $4.50 paper.
Appalachian skills from making an ox yoke and wagon wheels to soap making.

HOW TO REPAIR ALMOST ANYTHING (EXCEPT AUTOMOBILES)

Audrey Powers

BARC usually gets many requests for repair information, but recently there has been an increase in the number of these requests, and in the variety of items needing repair. This is probably partly a reflection of the difficult economic times - the need to make do with an item rather than discard and replace it - and also a reflection of the self-sufficiency movement - people want to fix things themselves, for the fun and personal satisfaction, and of course, also to save on the huge labor costs of having things repaired by skilled laborers.

BARC gets requests for repair information on everything from old buckboard tops to jukeboxes and marine engines.

The accompanying bibliography on repair [see p.19] contains some of the basics that BARC uses all the time; there are many more items - the list is very selective. In addition, many of the other bibliographies for this workshop are useful for repair questions.

Many publications on construction of materials are also helpful for repair. Several of the publications from the "Making It" list [see p.15] are helpful for finding repair materials, especially *Whole Earth Catalogs* and supplement *Co-Evolution*, and *Index to Handicrafts*. Also, *Workbench* magazine has regular articles on topics such as restoration of furniture.

There are good sources on the "Antiques and Collectibles" list [see p. 2] for repair and restoration of antiques and collectibles. Sometimes writing to collecting associations can net good repair hints from people into such things as buckboard tops, etc.

Be aware of contents of un-indexed magazines. If these are very useful, you might even consider indexing them yourselves, or cooperatively with other libraries.

Government documents are another important source for information on repair. Check the *Monthly Catalog*, bibliographies from departments, state lists (especially good are materials from UC Extension and the Department of Industrial Education). These tend to be inexpensive. Very good are the Navy Training Course publications, U.S. Department of Agriculture, and HUD items and Army Technical Manuals. There are up-to-date indexes to Technical Manuals which cover such topics as air conditioners, aircraft, communications equipment, electronic equipment, engines, fans, heaters, mechanical tools (saws, drills, lathes), oscillators, pumps, refrigerators, tractors, trailers, trucks. Often these are the same items for sale to the public, and the Army Repair Manuals are helpful for repair. BARC has had problems getting these, since the S.F. Presidio Library moved to Colorado, but we have a number at SFPL; California State Library has lots; and we can try to get them for you.

Some general strategy and procedural hints: Find out the manufacturer of the item needing repair, and if the company is still in business. If they have back files they'll probably send copies of manuals and parts lists. Basic business directories and tools on the Business "Books To Grab" list [see p.11] will help. (BARC has gotten repair and parts availability information by writing to the manufacturers of the Cushman "Husky" stationary engine, and New Holland hay baler.)

Also, some public libraries keep files of manuals for companies in their geographic areas. BARC has gotten information via this route, as when we wrote the Port Huron, Michigan, Library and got manuals for a threshing machine which is no longer manufactured. You might consider keeping track of interesting manufacturers in your area and collecting their manuals, etc.; often these are the only copies that get preserved when companies go out of business.

BARC often writes away to museums and special library collections to find repair information. Lee Ash's *Subject Collections* is very useful in locating special collections.

When sending questions on to BARC, it would be very helpful if you can give us the manufacturer, geographic area, date if possible, specifics on model numbers, and exactly <u>what part</u> needs to be repaired.

Some recent BARC problem questions have been on pinball machines and jukebox repair; we have found some manuals for individual machines, but no good basic repair book for either. An important note for the patron is that one needs to be a skilled electrician to do repair of either. Other requests have been for repair of pump organs, player pianos, cuckoo clocks, string instruments, old typewriters, sewing machines, wood burning stoves, etc. SFPL has many excellent repair books, and BARC uses these all the time.

A recent BARC inquiry was on repair of the Hicks engine for the Monterey fishing boat. The manufcaturer was still in business, but had discarded all their plans. The heirs of the designer lived in this area, but had no copies of the engine manual. But we found two personal contacts for the patron - individuals who had restored such boats. Later the Maritime Museum turned up a copy of a manual in their collection.

All of the above is indicative of the many different methods of approach on repair questions.

* * *

BARC FINDS USEFUL...

General

Consumer Guide Magazine, Skokie, Ill. *Home Quarterly*, Summer 1975. $1.95. "How To Fix Anything* (*Almost)".
Has good basics and some schematics for autos, televisions, radios, typewriters, power tools, heat-producing appliances, major appliances, and motorized small appliances.

Reader's Digest Assn. *Reader's Digest Complete Do-It Yourself Manual.* Norton, 1973. $15.95.
Very complete home repair, maintenance and remodelling manual.

Schuler, Stanley. *How To Fix Almost Anything.* M. Evans, 1963. $4.95.
Very brief info, but on everything from loose acoustical tile, broken alabaster and torn burlap, to doorbells that won't ring, piano keys that stick, torn suede, loose wallpaper, rusted wrought iron and jammed zippers. Not technical or in-depth; not good for repairing appliances.

An interesting, unusual journal source is:
The Old House Journal; renovation and maintenance ideas for the antique house. v.1, 1973- .
199 Berkeley Place, Brooklyn, N.Y. 11217.
Has book reviews, catalog sources for such items as period wood mouldings; articles on replacing clapboard, removing paint from brick masonry, Victorian stenciling.

Appliances, Motors, Small Machines

Ewers, William. *Sincere's Vacuum Cleaner and Small Appliance Service Manual.* Sincere, 1973. $9.95. (On order, SFPL)

Lemons, Wayne and Bill Price. *Major Appliance Repair Guide.* Tab Books, 1971. $8.95.
Covers tools, testers and equipment needed. Basics for electric motors, refrigerators, dishwashers, washers, dryers, water heaters, garbage disposers, ranges.

Lemons, Wayne and Glen Montgomery. *Small Appliance Repair Guide.* Tab Books, 1970. $7.95.
For repair of thermostats, skillets, irons, toasters, coffee makers, blankets, mixers; info on a portable appliance tester. Includes list of suppliers of parts and accessories.

Long, Kenneth, ed. *Small Engines Service Manual.* Technical Publications (Howard Sams), 10th ed., $5.95 paper.
Covers lawn mowers, garden tractors, karts, scooters, cycles, tillers, snow throwers, elevators, grinders, mixers, portable electric units.

Master Publications Series. Los Angeles.
Repair Master Series. Covers automatic washers, gas and electric dryers, automatic dishwashers. Has diagnosis charts, checking procedure, service procedure, component data, parts list. Each vol. covers different manufacturer. $2.25 & $2.75/vol., paper.
Wiring Master. Contains wiring diagrams for automatic washers, gas and electric dryers. and combinations. SFPL has 5-vol. set covering 1950-1964.

Master Publications Series. Los Angeles. (cont'd.)
Motor Master. Motor repair and testing manual for washer and dryer models. SFPL has v.2 (1950-1963) and v.3 (1964-1971). $8.50/vol.
Tech-Master. Repair info for refrigerators and freezers. SFPL has v.1 & 2, 1950-1971.

Meyerink, George. *Appliance Service Handbook.* Prentice-Hall, 1973. $13.95.
Excellent reference work, comprehensive, very usable; tells what test instruments you need, how to read schematics. Describes tools and uses; installation of appliances; switches, thermostats, timers, solenoids; lubrication, refrigeration, soldering; air conditioners, blenders, coffee makers, trash compactors, dehumidifiers, dishwashers, disposers, dryers, humidifiers, incinerators, irons, knife sharpeners, can openers, food mixers, stoves, refrigerators, toasters, vacuums, washers, water heaters.

Rosenberg, Robert. *Electric Motor Repair; a practical book of the winding, repair and Troubleshooting of A-C and D-C motors and controllers.* 2d ed. Holt, Rinehart & Winston, 1970. o.p.

Chain Saw, Lawn Mower, Outboard Motor, Sewing Machine, Typewriter and Adding Machine Repair

Bryant, Carl. *All about Typewriters and Adding Machines.* Hawthorn Books, 1973. $4.95.

Chain Saw Service Manual. 4th ed. Technical Pubns. (Howard Sams), 1974. $5.95 paper.
Sections on fundamentals, specifications and schematics for models from 24 manufacturers.

Ewers, William. *Sincere's Lawnmower Service Book.* Sincere, 1973. $9.95.

-------. *Sincere's Sewing Machine Service Book.* Ed. by H.W. Baylor. Sincere, 1974. $9.95.

-------. *Sincere's Zig-Zag Sewing Machine Service Book.* Sincere, 1974. $9.95.

Glenn, Harold T. Marine Series.
Chrysler Outboard Motor Repair and Tune-up Guide. Regnery, 1969. $7.95.
Evinrude Outboard Motor Repair and Tune-up Guide. Regnery, 1969. $7.95.
Johnson Outboard Motor Repair and Tune-up Guide. Regnery, 1969. $7.95.
McCulloch Outboard Motor Repair and Tune-up Guide. Regnery, 1968. $7.95.
Mercury Outboard Motor Repair and Tune-up Guide. Regnery, 1974. $7.95.

Harris, Murray A. *Ames Basic Training Manual for Standard Typewriters.* Ames Supply Co., Downers Grove, Ill., 1968. o.p.

Outboard Motor Service Manuals. Howard Sams, ABOS Marine Division, Technical Publications.
Covers Motors below 30 Horsepower. 4th ed. 1967.
Covers Motors 30 horsepower and Above Contents. 5th ed. 1970.
Covering all Leading Makes and Models. 2d ed. 1963.
Covers Motors Manufactured 1955 through 1965. 3d ed. 1965. (6th ed., 1973, now in paper, $10.50)

Miller, Jack. *The Complete Sewing Machine Repair Book.* Arco Pub. Co., 1961. o.p.

Peterson, Franklynn. *Handbook of Lawn Mower Repair.* Emerson Books, 1973. $6.95.

Bicycles

Bicycling Magazine. Has technical articles on maintenance and repair.

Coaster and 3 Speed Bicycle Repair. XYZYX Information Corp., 1972. $4.95.

Coles, Clarence and Harold T. Glenn. *Glenn's Complete Bicycle Manual; selection, maintenance, repair.* Crown, 1973. $7.95; $5.95 paper.

Cuthbertson, Tom. *Anybody's Bike Book.* Ten Speed Press, 1971. $7.95; $3.95 paper.

Derailleur 5, 10, & 15 Speed Bicycle Repair. Crown, 1972. $3.95.

Boats

Willis, Melvin. *Boatbuilding and Repairing with Fiberglass.* International Marine Pubns., 1972. $9.95.

Clocks and Watches

Harris, Henry G. *Advanced Watch and Clock Repair.* Emerson Books, 1973. $6.95. (On order)

-------. *Handbook of Watch and Clock Repairs.* Emerson Books, 1972. $5.95.

Guns

Dunlap, Roy. *Gun Owner's Book of Care, Repair and Improvement.* Harper & Row, 1974. (On order, SFPL) $9.95.

Musical Instruments

Alton, Robert. *Violin and 'Cello Building and Repair.* London, Wm. Reeves, 1969. £1.00.
Contains clear and well illustrated instructions.

Common, Alfred. *How To Repair Violins and Other Musical Instruments.* London, Wm. Reeves. n.d. £0.48.
Includes banjo, mandolin and guitar, melodian and concertina, brass instruments and woodwind instruments, music boxes. Slightly technical but contains many useful & simple hints.

Guitar Player Magazine Staff. *Guitar Repair Manual.* Oak Publications, 1971. $2.95.

Sloane, Irving. *Guitar Repair; a manual of repair for guitars and fretted instruments.* Dutton, 1973. $8.95.

Felix Schoenstein & Sons, 3101 20th St., San Francisco, CA 94110. 647-5132.
Local organ builder who can build and repair pipe (reed) organs.

Radio, Television, Sound System Equipment

Beitman, M.N.
Most-Often-Needed Radio Diagrams and Servicing Information. Chicago, Supreme Pubns. (SFPL has 1926 to 1969, latest.)
Most-Often-Needed Television Servicing Information. Supreme. (SFPL has v.5, 1951, to 1970, latest.)
Most-Often-Needed Color Television Servicing Information. Supreme. (SFPL has 1970.)

Rider's Manuals.
Master Index for Rider Manuals, v.1-15. Rider, 1947.
Covers looseleaf service back to 1933.
Perpetual Troubleshooter's Manual. Rider.
Looseleaf service giving description of radios, diagrams, parts list; alph. arrangement by manufacturer.

Sams Photofact Series, pub. by Howard W. Sams.
Annual Index.
Includes all Sams Radio, TV Series, Auto Radio (AR), Citizens Band Radio (CB), etc. Alph. by manufacturer; need chassis number, model number.

Sams Photofact Series. (cont'd.)

Sams Photofact Service.
Covers Television, Radio, Audio. Looseleaf service; covers alignment, drawings, schematics, parts. (SFPL has 1946 to date.)

Sams Photofact Auto Radio Series (AR Series) (formerly Auto Radio Manual).
For each model, list adjustments, trouble chart, parts list, schematics. Several vols. each year; have cumulative indexes. $3.50/vol. (SFPL set begins with v.7, which covers 1956-7 models; latest at SFPL is v.185, Jan. 1975.)

Sams Photofact CB Radio Series (CB Series) (formerly Citizens Band Radio Manual).
For each model, list alignment, receiver, schematics, adjustments, parts list. Several vols. each year; have cumulative indexes. $3.50/vol. (SFPL set begins with v.1, 1961; latest is v.61, Jan. 1975.)

Sams Modular Hi-Fi Components (MHF Series) (formerly Sams Photofact Modular Hi-Fi Series).
Give alignment, adjustment, parts, diagrams. Several vols. each year; have cumulative indexes. $5.10/vol. (SFPL set begins with v.1, 1970; latest is v.53, Sept. 1974.)

Sams Photofact Tape Recorder Series (TR Series). Cartridge, cassette and reel to reel. (Formerly Sams Tape Recorder Manual).
Give drawings, sequence, trouble chart, adjustments, parts lists, alignment, schematics. Several vols. each year; have cumulative indexes. $5.25/vol. (SFPL set begins with v.3, 1959; latest is v.160, Jan. 1975.)

Sams Transistor Radio (TSM Series) (formerly Servicing Transistor Radios).
Give alignments, drawings, parts, schematics. Several vols. each year; have cumulative indexes. $3.50/vol. (SFPL set begins with v.2, 1958; latest is v.156, Jan. 1975.)

* * *

Compiled by Audrey Powers, March 12, 1975.

INTERNAL HOUSE INDEXES

Anne Roughton

I'm going to talk briefly about in-house indexes and mention a few of those we have at SFPL.

The 20th century can truly be called the age of the index, because it is also the age of the information explosion. Today indexes are simply a necessity. A book or a collection without an index is like a country without a map; there is no means of "finding one's way." To create an index is like saying, "We think this information is important; we respect it; we want to be able to find it; we want to put our house in order and make sense out of it." However, librarians don't often have time to do detailed indexes. They have to pick and choose, and going around, at least in this library, one could say that indexes are created when they are really needed.

Indexing can make life a lot easier for all of us. It's an efficient way of finding information. At BARC, we sometimes know we could find an answer in a particular journal, but there's no index, so we will simply go through every issue for umpteen years. We have the time; most of you probably don't. It is a very time consuming process.

If you have ever wondered why there aren't indexes to certain newspapers, magazines, etc., then consider this: The *Times* of London, which publishes a bimonthly index, has 7 people working full time. Each one of these people has to read 45,000 words a day and produce 500 references. That is what it takes to make a worthwhile index, and that's one reason why newspapers, for instance, are not indexed more.

If you want to produce an index, you want to do a good job of it. You want to put yourself in the position of the person who's going to be using it and ask what they will need. You want it to be consistent, and you want it to be expandable. One book I read said that if you have a good indexing system, it should be equally valid for 200 items or 20,000, with certain expansions. It's worth your time if you have decided to index something to learn how to set up a proper index. There are books on the subject which are easy to understand; they will give you some basics. I think a lot of indexes are started haphazardly, and they're not done too well. That's just a waste of time. We all have a lot of indexes around that were started and never finished. An index should be consistent, and it should be kept up!

The newspaper index in our S.F. History Room contains references to information about San Francisco and California which has appeared in the local newspapers. It does not index the entire paper - only articles of local or state interest. It fills 320 catalog drawers and is a very fine index. It currently indexes the *Chronicle* and the *Examiner*. It was started in 1948. It's called a newspaper index, but Ms. Hansen also clips journals, for instance *San Francisco Magazine*, so it includes more than just newspapers.

At our Business Branch there is an index to the magazine, *San Francisco Business*. It's a good source for corporate and biographical information.

In the Science Department they have an index (one card catalog drawer) to all their materials on automobile repair. When someone wants to repair a '72 Buick, you just look under "Buick '72", and the card tells you right away whether this library owns anything on that subject.

The Art Department has an artists index (6 catalog drawers). It's arranged alphabetically by the artist's last name, and it's especially useful for looking up information on California artists.

One of BARC's favorite indexes is the Art Department's Song Index (23 catalog drawers). Before I started working for BARC, I did not know that so many people wanted the words and music to songs, but every day we get requests. The Art Department collects popular sheet music and binds it into volumes. Those volumes are indexed. In addition, they index some of their songbooks. The Art and Music Department also indexes music performances here in the city. If you want to know when and where a certain performer performed, their index will give you that information.

The Literature Department has a short story index and a play index. I imagine many of you have similar ones in your libraries. It also has a selected literary criticism index.

BARC has an information file which is really an index to all kinds of information. When I first started working for BARC, I spent one afternoon just going through this file, because there's such a marvelous amount of material that you would never find anywhere else. It's just crammed full of amazing facts.

The History Department is currently indexing "California Living", which is a supplement to the Sunday newspaper. It will cover 1972 to date.

Last, but not least, my favorite (little) index in the San Francisco Public Library is the sound effects index in the Science Department. Science owns many sound effects records, and they kept getting requests, such as, "Do you have a camel bleat?", "Do you have a snake sneezing?". Finally they indexed these records, and now one can readily find which record has the camel bleat, and which record has the cannon shot. I'm sure that index came about simply because it was needed. The staff got tired of looking through every record to answer each request.

By the way, to show you what some libraries do - this is from SCAN. Los Angeles Public Library has many, many indexes, many more than SFPL. Sally Dumaux, who is working at SCAN on a project similar to Audrey Powers' special libraries project, put this together. It lists all the indexes in Los Angeles Public Library.

* * *

QUOTATIONS AND POEMS

Carol Zajchowski

The problem of researching quotes and poetry questions is that they can go on forever. The more you work on poetry and quote questions, the sooner you stop. You'll notice that the source list [see p.26] is very short and that the books are kept to a minimum, the reason being that there are very few books that do what we want them to do. There are no indexes to middle lines of poems, and there are no indexes to quotes often misquoted with cross references from the variations.

The one book source that I just found recently that is just fantastic is the Shaw *Childhood in Poetry* 5-volume set that's in our Children's Department. This is a catalog to an actual collection at Florida State University. I did have an occasion to use it recently. I was working on a children's poem called "The Brummagen Bear and the Kangaroo." So I looked in the index under "Bears", and there it was. So I wrote to the Collection to see how they worked. They made photocopies of the pages and billed me. I don't know if anybody else has this index, but if you do, you can write to the collection or to Florida State University's Interlibrary Loan Department, and they will do the photocopying for you.

The only books that help with poetry questions are the concordances we have in this collection. If you have any idea of the author or a reference for the quote, please let me know, and I'll check the concordances first.

What we usually do when we get quote questions or poem questions is contact other agencies. I use Ash & Lorenz quite frequently to find special sources that I can write to. For poetry questions I check with special collections that cover the type of poetry I am presently working on.

For example, a patron wanted a copy of a recitation entitled "Shannahan's Old Shebeen." He heard it recited in San Francisco a number of years ago by a drunken Irishman. *Subject Collections* listed 3 or 4 Irish language and literature collections. I wrote to all of them, and Providence Public Library wrote back and said, "Here it is; we had it in our collection." It was in their clipping file.

Another thing that libraries are especially good for is questions of "When did X say..?" An example of that is the Gertrude Stein quote, "There is no there there." Of course, Gertrude Stein's books are always missing from our collection. They're always in circulation, so even if you wanted to go page by page, you couldn't do that. So I wrote Beinecke Rare Book Room at Yale, and they wrote back and said, "Here it is." The thing about these special collections is that they generally have indexes to what they have so that they can go through them quickly and find out whether or not our questions can be answered.

The other agencies listed are the ones we use for poems. *Ideals Magazine* is my favorite; they've been invaluable for what we call inspirational literature. For example, somebody wanted the female equivalent for Kipling's poem "If." I even remembered this from my childhood. I knew it existed, but, of course, there was no way to get at it. I wrote to *Ideals* and said, "By any chance, did you ever print this?" They wrote back and said yes, as a matter of fact, they did have it in their collection, and they sent us a copy.

Agencies I've used for quote sources are various and sundry. I have written to Hallmark Cards, because they once quoted a quote I was working on. Their card gave a partial source. I wrote to them, and they wrote back and said, "Oh yes, this was said by...", and they gave me the person's name, and at least that was something to go on.

We had a request, "When did Sherlock Holmes say, 'Elementary, my dear Watson'?". Of course, it's not listed in any of the indexes. So I wrote to Mary Morston's Companions and the Baker Street Irregulars, and I got a marvelous answer back from Mary Morston's Companions, saying, "The famous exchange, 'Remarkable, Holmes, simply remarkable,' and 'Elementary, my dear Watson,' is apocryphal." They did say that it was first said by William Gillette in the play *Sherlock Holmes*, and they quoted the actual lines from the play. I also got an answer from the Baker Street Irregulars on that same question, and they said, "This is one of the questions that's usually used as a test question for people who want to become Baker Street Irregulars." I thought that was interesting.

We also use the G. & C. Merriam Company, the people who print the dictionary. I had to put this on the list, because they are unusual, and they are important. Sometimes you can use them for quotations, but most generally what we use them for is definitions of new

words that aren't in dictionaries, or, most recently, for the present status of the plural of Ms., because our language is still living, and there usually is a change from edition to edition. They will keep you up to date on what the status is, and whether or not the word has been accepted in common conversation.

One thing I have to include that's not on your list. When we do have strange poems and quotes that we can't identify anywhere else, what we're doing now is putting them into *BARC Notes* to see if any library people in the area recognize them. We've had a great success that way. People's personal files are great - things people remember from their childhood, and they can quote the whole thing for us.

* * *

SPECIAL SOURCES USED IN IDENTIFYING POEMS AND QUOTATIONS

Poem Sources

Books

Granger's Index to Poetry, 1904, 1918, 1940, 1953, 1962, 1973.
Coverage varies from one edition to the next; SFPL has all editions.

Shaw, John Mackay. *Childhood in Poetry.* 5v. Detroit, Gale, c1967.
"A catalogue, with biographical and critical annotations, of the books of English and American poets comprising the Shaw Childhood in Poetry Collection in the Library of the Florida State University." Arranged alphabetically by name of author, editor, or illustrator. Also has a key-word title index.

Libraries

Special subject collections found in: Ash, Lee and Denis Lorenz. *Subject Collections.* 4th ed. N.Y., Bowker, 1975.
Useful for collections of particular types of literature and for author collections.

Agencies

Ideals Magazine, 11315 Watertown Plank Rd., Milwaukee, Wisconsin 53226.
Collection is rich in inspirational poetry. Librarian is extremely helpful.

Quote Sources

Books

SFPL owns many concordances. If patron has any idea of the identity of the author, these are very easy to check.

Libraries

Special subject collections found in: Ash, Lee and Denis Lorenz. *Subject Collections.* 4th ed. N.Y., Bowker, 1975.
Especially helpful for questions of, "When did X say...?".

Agencies

Various organizations dealing with a person or group of persons, e.g. The Baker Street Irregulars, or the Lincoln Library and Museum in Fort Wayne, Indiana.

Organizations that use quotes extensively (without exact citations), e.g. Hallmark Cards.

G. & C. Merriam Co., 47 Federal St., Springfield, Mass. 01101. Especially useful for quotes used in dictionary definitions, and also for definitions of new words not yet in dictionaries.

* * *

Compiled by Carol Zajchowski, March 12, 1975

SOME USEFUL DOCUMENTS

Gil McNamee

I do not have a list of "useful documents" to present to you today. The real reason I am on the program is "historical", I suppose. I have been with the Bay Area Reference Center since its very beginning in 1967. Before that time I worked in Government Documents - primarily Federal and International Documents. I am one of those people who dreaded the thought of documents until I worked with them. I soon began to be very fond of them, and I praise their value every chance I get.

BARC has given more than forty major workshops since 1967, and I am always called on to talk about documents. And there are always documents available to talk about, regardless of the subject material: Sensitivity Training, Art, Music, Poetry, Publishing, and even Performing Arts. These are a few of the subjects that BARC has based workshops on. You wouldn't expect to turn to documents for many reference searches in these subjects, but generally, very valuable document material can be found in any subject. So for eight years I have touted government documents at workshops.

Today's workshop is no exception. There are documents on how to repair; how to make things; biographies - sorry, no middle line of a poem finding aids, however. Never forget documents when you're on a reference search - city, state, federal, international; I'm sure you'll be rewarded.

The documents I have with me today are federal ones. They range from the very simple to the complex - from the Department of Agriculture's *Farmers' Bulletins* [shows] like "How to make adobe brick" or "How to make an A Frame house" to the Forest Service's House Plans [shows SDC #A13.2:H75/3/FPL-5]. This is one of 11 designs they have produced for low cost wood homes. Intended primarily for rural areas, they claim that these can be constructed at considerably less than the usual cost because of the design simplicity and the use of economical wood materials. This particular one is for a single story, 2-bedroom home. These plans are available from the Superintendent of Documents. This Plan cost $1.75. It has been pointed out to me that Dover has published all 11 specifications in one book, smaller size than this. Dover's reprint is 11" x 16". It is in print and is listed as Anderson, L.O. *Build your own low cost home*, 1972, $4.95.

Audrey Powers has mentioned in her talk on "How to repair almost anything...", Army and Navy Technical Manuals. I have a few to show you now and display for you later today, in case you are not familiar with them. I'm partial to the Navy ones, since they seem to be a little more attractively presented; however, the Army ones are valuable also. Remember, however, they <u>are</u> designed for the people in the service and are used by them in order to be promoted to higher grades. But the meat of these manuals can be used by anyone. From 'how to dig wells' to 'how to become a construction electrician' - photography, cook, mechanics, sawmill, opticalman, operations, logging. There is even one on how to become a dental technican [points out photographs]. See - you can do your own root canal!

I find these manuals very valuable. The "dental" ones could be used in your library's medical section in order that people might read up on root canals, or crowns, or gum diseases, etc. This one on Army Laundries could easily be used by a small businessperson who is setting up a new laundry business.

They come to the San Francisco Public Library as depository items; some of them, however, are available for sale. They are listed in the *Monthly Catalog* under the individual subject headings, such as electronics, photography, mechanics, etc. The Department of the Army also lists them under the subject "Technical Manuals", and, in addition, issues a separate index entitled *Military Publications*, SDC#D101.22:310-4. The Department of the Navy's subject heading in the *Monthly Catalog* is "Naval Education", "rate training manuals."

You've heard much today about automobile repair. The Department of the Army publishes, in cooperation with the Department of the Navy, a monthly periodical called *Driver*, SDC # D301.72:vol..., $5.25 a year. It's an interesting periodical designed to look like *Hot Rod, Car & Driver*, etc. It often contains articles on automobile repair.

Heretofore, government periodical articles were lost forever, since there was no index to them. This has been remedied now. Infordata International Inc. issues an *Index to U.S. Government Periodicals*. It's one of the computer print-out type indexes. It's quarterly and indexes more than 125 major government periodicals. Unfortunately it costs $150 a year. SFPL subscribes to it, so it is available to you through BARC's reference librarians.

Finally, remember - in any reference search, any subject - don't forget documents!

VEHICLES
Lee Lourea

Let me start out by talking about the differences between the various repair manuals on my list [see p. 29]. Under "Automobiles--American", *Chilton's*, *Motor's* and *National Service Data* are all available, and there are substantial differences between them. *Chilton's* is essentially written for novices, for those who want to do basic repairs but who have no training or experience in car repair. The format is easy for laypeople to use. *Motor's* is a middleground as far as the background that is required for use. It is aimed at the professional, but it also gives some basic information. *National Service Data* is intended for professional auto repairpeople. It includes wiring diagrams, which are often asked for and are sometimes difficult to find. It has a lot of detailed information that *Motor's* and *Chilton's* don't have.

Under "Library Sources" you'll find *Automobiles and Truck Repair Manuals Union List, Parts I & II* and *Part III*. BARC is interested in updating this. It was done in 1971. It covers 33 libraries in the Bay Area, and some of the collections circulate, so perhaps some manuals are now missing. Carol Zajchowski and I are willing to do the updating, but we need the cooperation of the other 32 libraries involved. If you would be interested in doing this, talk to me afterwards or send me a TWX.

I want to talk about another list in your kit, "Road Tests." This is an index to road tests and was compiled by the pages in SFPL's Science Department, starting back in the early '60's. Citations vary; sometimes page numbers are included; sometimes they are omitted. In addition, I was asked to warn you that the list has not been verified, and we know there are inaccuracies in it. You may want to make corrections as you go along.

BARC recently received this question: "Patron would like to restore a 1933 Plymouth. She wants information on stock components, body repair and engine repair." This is fairly typical of the kind of question that we get, and I used some of the standard sources in answering it. We don't have repair manuals back that far, but according to the Union List, two libraries in the Bay Area do, so I told the patron where she could find them. *Dyke's* includes some of this sort of information. I looked in that and found a little information. The *Restorers Guide*, put out by the Chrysler Corporation, was very useful. It's only 15 pages, but it has a lot of information in it. It lists clubs, for example. If someone wants to restore a Plymouth automobile, there's a Plymouth 4 & 6 Cylinder Owners Club, Inc., which will advise them on how to do it.

Harrah's Club in Reno has an antique automobile collection, and they have a catalog of the cars in their collection. This often gives one a clue as to what kind of repair information they have available. The catalog lists a '33 Plymouth in their collection, so I thought they would probably have repair information for that model. They charge money, however - $5 per hour, $10 minimum, which includes 10 pages of Xeroxing, and another 25¢ per page after that. They have a form; they do it all by mail. They have an extensive collection, so it is worth trying.

The librarian who orders auto books in the Science Department said the best bibliography on repair manuals is *Classic Motorbooks Catalog*. It comes out every year. It's on the list.

A new publication (1974), *The Super Catalog of Car Parts & Accessories*, is very valuable. I found all sorts of information in it on my 1933 Plymouth - places that carried all the parts, for example, and places that were into restoring automobiles.

Now we come to tractors. Several of the things on the automobile list are also good for tractors, so I listed them again. The Union List includes tractors. *Motor's Truck Repair Manual* also has a section on tractors which gives specs for all tractors.

The Higgins Library of Agricultural Technology at UC Davis is probably the best source of tractor repair information in California. I talked to the assistant curator, Helen Fontes, and she said they would prefer to be contacted directly by the patron, although they will work on a written question from a librarian. She said a lot of times when people ask for repair information, they really need restore information. There are parts availability problems at times, and it's much easier for them to deal directly with the patron, so they can find out exactly what is needed.

This leads me to another point which I'll stress now so I don't forget it. When you send us questions, please be as specific as possible when describing what it is that needs repairing. Here are two questions that illustrate my point. One just says, "Information on an Oliver tractor (with the model number), about 10 years old, 4 cylinder." Information on an Oliver tractor could be anything, and I've already found out that this model number isn't quite accurate. The other question says, "Tractor information on how to dismantle and repair the brakes on an Allis-Chalmers tractor, model A, built in the 1930's." That's more like it. That gives me somewhere to start. In addition, when you send in a question on auto repair, please don't simply say you want some information on a '56 Plymouth; *Motor's Manual* has 50 or 60 pages on the '56 Plymouth. Tell us the patron wants to repair the carburetor; then we can copy two pages. That's a lot easier and a lot faster.

One other thing I want to mention is a periodical called *Implement and Tractor*. It costs $3 a year, and included with the subscription are two annuals. One is called the *Red Book*, and the other is called *Product File*. They both cost $1 separately. The *Red Book* contains tractor and implement specifications and Nebraska tests, which evidently are some kind of a road test. The information, as far as we can tell, is pretty complete. I checked the California Union List of Serials, and no library in California has this back before 1966. SFPL is keeping one year and current, then throwing these out, which I'm going to see if we can change. The *Product File* is a directory service of the farm and industrial equipment industry.

* * *

AUTOMOBILES

American

Chilton's Auto Repair Manual. Chilton Way, Radnor, PA 19089. Annual.
For novices. Includes some statistical info. Chilton also publishes a 2-volume retrospective set (1940-53; 1954-63) which is brief, and very wanting. Includes some wiring diagrams.

Motor's Auto Repair Manual. 250 W. 55th St., New York, NY 10019. Annual.
Most often asked for by laypeople. American cars except for brief period of VW's in mid-60's. Goes back into 1930's; older vols. are out of print. No wiring diagrams.

Mitchell Manuals, Inc. P.O. Box 80427, San Diego, CA 92138. Annual update.
Intended for professional auto repair people (presumes some knowledge). Includes wiring diagrams. Only American cars. Supplements Motor's and Chilton's.

Foreign

Chilton's Foreign Car Repair Manual. 2 vols. Vol. 1 - German, Swedish, Italian cars; Vol. 2 - French, British, Japanese cars.
Coverage varies from model to model. Each vol. covers about 10 years; some to early 60's. New updated set recently published. Inlcudes wiring diagrams.

Glenn's Foreign Car Repair Manual. Chilton Way, Radnor, PA 19089.
Glenn's was predecessor to Chilton's. Two editions (1963, 1966) are different; check both.

Glenn's Foreign Carburetors and Electrical Systems. (Chilton address)
1965 Repair and Tune-up Guide. Specs for power and performance of most carburetors use used in foreign cars, such as Zenith, Solex, etc. Includes separate sections on diesel and fuel injection. Only covers mid-60's.

Motor's. (see Motor's above)
Has a new 3-vol. set, competitive to Chilton's. (BARC has not seen.)

Audel's New Automobile Guide. Dist. by Bobbs-Merrill & Howard W. Sams, 4300 W. 62nd St., Indianapolis, IN 46268.
Used to have many things published in technical area (incl. automotive), but looks as if it's being phased out by Sams (of schematics fame).

TRUCKS

Chilton's Truck Repair Manual. Chilton Way, Radnor, PA 19089. Light and medium trucks. Much narrower coverage than Motor's below; not nearly as many makes (9 vs. 24). Covers 1961 on. Updated periodically. Aimed at novice, as are all Chilton manuals.

Motor's Truck Repair Manual. 250 W. 55th St., New York, N.Y. 10019.
Only American trucks. Quite comprehensive; includes commercial vehicles, such as delivery vans. Does not include wiring diagrams (SFPL does have Chev. truck shop manuals on microfilm). Also includes stock engines specs for tractors (Allis-Chalmers, etc.). Follows same format as their car repair manuals. Aimed at professional, not novice.

Library Sources

Automobiles and Truck Repair Manuals Union List, Parts I & II, comp. by Roberto Esteves, *Part III,* comp. by Carol Zajchowski.
Information collected in 1971. Part I is a list of general (Motor's, Chilton's, National Service Data, Dykes, etc.) automobile & truck repair manuals held by selected (33) public libraries in the Bay Area. Also includes tractors. Specific auto repair manuals are included in Part II, Foreign Cars (Glenn's, Chilton's and by model within make) and Part III, American Cars and Trucks. Needs updating.

Detroit Public Library. Automotive History Collection. 5201 Woodward Ave., Detroit, Mich. 48202. Ph: 313-321-1000, ext. 287. James Bradley, Libn.
Includes 60,000 sales brochures, 11,000 books and bound journals, 300,000 photos, plus miscellany like sheet music, postcards, calendars, etc. Their catalog lists shop manuals, owners manuals, etc. They will photocopy at 15¢/page plus postage.

Free Library of Philadelphia. Automobile Reference Collection. Logan Square, Philadelphia, PA 19103. Ph: 215-686-5404. Mary M. Cattie, Libn.
Not as large as Detroit's, but worth checking. Includes technical manuals, sales literature, photos, books and periodicals, incl. early trade magazines. Copies, photostats, and photographs of materials on specific cars. Fees: "local rates", whatever that means.

Harrah's Automobile Collection, Box 10, Reno, Nev. 89504, Ph: 702-786-3232.
One of the largest automobile libraries in the world. Library is not open to the public, but they will answer mail inquiries. Research fee is $10/hour, with a minimum of $20, which includes up to 10 Xerox copies of material. Patrons are requested to enclose a full side view picture of the car and a picture of its engine.

Road Tests (index from SFPL).
Compiled by pages in SFPL's Science Dept., it includes both American and foreign-made cars. A warning: The index has never been verified, and there are inaccuracies!

Shop (Service) Manuals.
If you want to build a really good automobile reference collection, buy shop manuals which are put out by the manufacturers. People would prefer them. They are not expensive. For ordering info, see: *Synergy*, Aug/Sept 1969, p.41, "Automobile Factory Service Manuals: A Bibliography," by Collin Clark and Michele Snyder of Vallejo Public. Not current (obviously) but should help you get started.

General Information

Chilton's Repair and Tune Up Guide.
Series. Does individual books on American and foreign cars. Chilton's is strongest in this area and is preferred by the inexperienced. But, evidently because it's not profitable, they do only light and medium weight cars, e.g., no Chryslers or Cadillacs. Includes wiring diagrams.

Classic Motorbooks Catalog. 3106 W. Lake St., Minneapolis, MN 55416.
Says it has "world's largest selection of automotive literature," which may be, but it still isn't comprehensive, although it does include things like owner's manuals for some models. Includes u.S. and foreign cars, as well as "antiques." Arranged by name of auto. Worth checking. Best bib. for buying repair manuals.

Dyke's Automobile and Gasoline Engine Encyclopedia. Goodheart-Willcox Co., 123 W. Taft Dr., South Holland, IL 60473.
An annual, started back at turn of century (I think) and is included in the Bay Area Union List (see Library Sources). Includes the elementary principles, construction, operation and repair of automobiles, gasoline engines and automobile electric systems, including trucks, tractors, buses, automotive diesel engines, aircraft engines and motorcycles. Includes a little of many things, such as wiring diagrams and specs. Would definitely be worth checking. Comprehensive index helps.

Hirsh, John D. *The Super Catalog of Car Parts and Accessories.* Workman Pub. Co., 231 E. 51st St., New York, N.Y. 10022. 1974. $4.95.
"An encyclopedic directory of automotive sources." More than 1100 listings describing specialized suppliers, auto clubs, places to go for technical advice, people, parts, prices and publications. Emphasis on U.S. suppliers. Very useful.

Hollander's Bible of Interchangeable Automobile and Truck Parts. 12320 Wayzata Blvd., Minnetonka, MN 55343. Ph: 612-544-4111.
Tells you, if you cannot get a specific replacement part, what make and model will substitute for it. Each edition covers at least 10 years and contains information regarding original equipment part numbers, parts interchangeability, listings of all models known to have used each part covered. Oldest edition currently available is 19th (1953) and covers early 1930's to 1952. $22.50 for any edition 2 years and older.

Restorers Guide, produced by Chrysler Corp. Historical Collection, Dept. CIMS 417-24-18, P.O. Box 1919, Detroit, Mich. 48231. 15p. Free.
Includes various clubs specializing in preservation & restoration of older model vehicles, other sources of info (incl. libraries), brochures & owner's manuals, literature, sources for selected parts, replacement parts & restoration services, & info on serial no. locations. Not just Chrysler products, but oriented towards them. Very handy. No index.

Others You Need To Know Exist (Mostly Electrical)

Chilton's Auto Air Conditioning and Wiring Diagram Manual.
Covers 1967-72 generally.

Chilton's Power Accessories and Wiring Diagrams Manual.
Follow up to above, but expanded to include more areas of coverage. Covers American cars from 1968 to 1973, and includes things like power windows and tailgates, rear window defoggers, power seats, theft warning systems, etc. Very useful.

Motor Services Automotive Encyclopedia.
Good basic info on how a car operates; what each part does, etc. Not specific by auto. Used as motor textbook in many classes.

Motor's Auto Engines and Electrical Systems, 6th ed., 1973.
Includes chapters on Wankel and turbine engines, as well as standard internal combustion engines. Designed to provide the groundwork basic knowledge for student and teacher of auto service work, and includes questions at end of each chapter. Used quite a bit for basics.

Motor's Vacuum and Wiring Diagrams for Passenger Cars.
Large format, difficult to photocopy. (SFPL's vols. cover approx. 1941-56, 1967-71.) 1967-71 ed. includes wiring diagrams for body, chassis, heater, air conditioner, overdrive, instrument panel.

National Service Data - Automotive Air Conditioning Service Manual. 1968. Also a 1973 supplement.
Includes heaters. Very detailed, technical; often has info that others don't have.

TRACTORS

Automobiles and Truck Repair Manuals Union List, Part I, comp. by Roberto Esteves.
Contains a section on tractors (p.9) which includes *Audel's Truck & Tractor Guide, Small Tractor Service Manual, Tractors & Crawlers, Farm Tractor Maintenance - 1962,* and *Farm Gas Engines & Tractors.*

Dyke's Automobile and Gasoline Engine Encyclopedia.
Basics on this are in "General Info" section on tractors. The information is not complete. Rather basic. If you have it, you might look here too.

Motor's Truck Repair Manual.
In case you didn't notice this back in the Truck Repair section, the same Motor manual also contains repair info on some diesel and gasoline engines used in tractors. Worth checking for specs, etc.

F. Hal Higgins Library of Agricultural Technology, Univ. of California, Davis. Ph: 916-752-1621. Helen Fontes, Asst. Curator.
Collection contains approx. 300,000 items on the history of agriculture and agricultural mechanization. Contains books, periodicals (incl. some 18th C.), house organs, mfg. catalogs, photographs and patent literature. Also promotional literature, special company reports, company correspondence, clippings, etc. Prefer to be contacted directly by patron. Photocopies @ 20¢/page.

Implement & Tractor (periodical). Published twice monthly except in Jan & Mar when 3rd issues are published (Red Book & Product File), and in July and Dec when only one issue is published. Intertec Pub. Corp., Editorial, Circulation & Advertising Hqs., 1014 Wyandotte St., Kansas City, MO 64105. $3/yr.
"The business magazine of the farm and industrial equipment industry." Has ads for equipment, including used tractors, arranged geographically. Red Book issue includes tractor and equipment specs, Nebraska test reports (kind of tractor road tests). Product File issue is a directory of the farm and industrial equipment industry.

Webb Farm Supply, 5381 Old San Jose Rd., Santa Cruz, CA 95060. Ph: 408-475-1020.
For repair info on all kinds of farm equipment, brand name identification and manufacturers.

* * *

Prepared by Lee Lourea, BARC, 3/12 & 13/1975

DISCUSSION GROUPS - SUMMARY

Attendees at the "Reference Potpourri" workshops were divided into groups and asked to discuss whether they felt libraries need written reference policies, and, if so, what should be included in these policies. Each group was given a list of "Some Philosophical and Practical Questions which Might Be Asked While Devising a Reference Policy" (see below).

After talking for an hour and a half, everyone reconvened in the Lurie Room and shared their collective thoughts. A spokesperson from each group briefly summarized for the entire audience their group's discussion. The quotations on pages 34-38 are excerpts from these summary reports.

* * *

SOME PHILOSOPHICAL AND PRACTICAL QUESTIONS WHICH MIGHT BE ASKED WHILE DEVISING A REFERENCE POLICY

(The following is not an outline, or a guideline, or a ten minute quiz. It is a set of questions which your group can use in formulating your reference policy, if you want to. You can discuss all, none, or some of these questions.)

Who comes first - the patron on the telephone or the patron at the desk?
What if the person on the phone is the mayor's assistant?
Should children or adults be served first? Who is higher on our priority list - the eighth grader with a gerbil to feed, or the graduate student with a paper which was due yesterday?
How important is service to other institutions?
What are the conscious and/or unconscious parameters which we use when answering (or not answering) reference questions? How can these be faced and overcome?
Does the scruffy bum who slept in the park last night, or the businessman in coat and tie get our first and/or best attention?
What do we do if we feel the question is not a "valid" or "important" one?
Do we lend reference books?
How do we treat the rude patron who we really can't stand (he/she's been here before)?
How do we answer the Spanish speaking patron when no one in the building speaks Spanish?
Do we do more over the phone for someone who says they are bedridden? For the aforementioned mayor's assistant? For a fifth grader who has homework due tomorrow at 9:00 a.m.; it's now 8:30 p.m. and his branch library could not help him?
What are our priorities?
Can a reference librarian read professional literature while on desk duty?
What do we do with the drunk who calls three times a night with "weird" questions?
Do we find information or show others how to find it?
What do we owe the out-of-towner who has no non-resident card?
What if we are "uncomfortable" with business questions, or abortion questions, or genealogy questions, or any others? Do we "do our best", pass the question on, let the patron flounder...other possibilities?

* * *

STATEMENTS REGARDING THE NEED FOR AND/OR USEFULNESS OF A WRITTEN REFERENCE POLICY

Philosophy of Service

"We ended up feeling that we needed to have a written reference policy which should be a philosophical statement of our service concept, rather than any statement or detailed explanation of how we would handle reference questions that came to the desk, and that we would avoid anything that would limit our reference service, and use the basic policy statement as a back-up to fall back on if there were problems, and as a device to give uniform service to the people dealing with the library."

"It seemed to me that what was coming from all of us was the need to constantly look inside ourselves and ask ourselves why we were there. Some kind of philosophy, rather than a policy of service could be very useful, simply as a tool for stopping and reflecting."

"Regarding a formal written reference policy, everyone thought it was a pretty good idea, but we couldn't exactly agree on all the things that needed to be in it. One good idea was not to necessarily say, 'Here is what we do at this desk, and here is what we will not do for you.' Maybe we could be a little less negative and say, 'These are the things that we can help you with; these are the things that we can do.'"

Reasons why a written reference policy would be helpful

"There should be a written reference policy to provide some continuity for the staff and some back-up support for the staff. The writing of it would be hard because of the problem of making it general enough so that it did not box in the staff and yet specific enough so that it would do some good."

"Someone brought up the idea of drawing up a policy for patrons, so patrons will know what they can expect. This is useful for the patrons, it's good for the staff, and it's good PR."

"I think we felt that without a solid policy that we have no way to publicize our services to the public."

"We thought that a reference policy shouldn't define just the limits of the service. It should define also the expanse of the service. It should always be flexible enough to allow the librarian to use her judgement, so that we never say, 'We're not going to do this,' because there are always situations in which we might."

"We agreed that, while most of us have de facto policies, that a written policy would be very helpful, both in terms of ourselves as professionals and in terms of service given to the public; and also, in addition to that, especially for libraries that are part of a system, that a reference policy would be very helpful in defining a relationship between the different parts of the system."

"In a multi-library situation a reference policy would be more helpful than in a branch or in a one- or two-library situation. It would give direction to some old employees and it would give new ones some structure to know where the boundaries were when a unique problem arose in that situation."

"Staff morale is not always as good as it should be; a policy would help focus the staff's energy, which is too diffused at the moment."

"We all feel there really should be something to fall back on, particularly in a legal and medical sense and that sort of thing, but we still feel that there's just going to be variances according to people and situations."

"In a situation where a reference librarian was doing unsatisfactory reference work, it would be a tactful, legal and effective way of dealing with it."

Type of policy

"Guidelines rather than policy. We quibbled over the word 'policy.' We don't feel that there really should be a written policy - that connotes an administrative thing - but we do feel that we need written guidelines in large areas, leaving the smaller, more specific details to the common sense of each person who is at the desk at the time."

"We were in favor of more general guidelines, and these would be supplemented by, hopefully, librarians' common good sense."

"In the end, we came back to the question of can you write a reference policy, and we decided that things were really too fluid in this world to really do it and keep to it."

"We were mostly agreed, I think, on the need for a policy, the need for guidelines, and also on the essentialness of having it not only be rigid in some ways but flexible also, so that we could be rigid when we need to be and flexible when we need to be."

"Is being rigid when you need to be a form of flexibility?"

"Getting back to a reference policy, we should like to see it used rather as a guideline, rather than a policy per se - just so that it's flexible enough so that it doesn't infringe upon public service, ever."

"We sort of decided that there would have to be 2 different kinds of policies - a general policy that would incorporate the kinds of questions that were on the list, and also an in-house policy which would involve special, nebulous problem areas."

"Our consensus was that there should be a general, broad library policy with detailed written procedures for the staff to follow, and we would like those procedures reviewed annually - period!"

Staff should write policy

"Why is it that most of us has a written book selection policy, but apparently few or none of us has a written reference policy? It's probably because the book selection policy has been imposed upon us by outside agencies. We're afraid we'll get sued, thrown in jail, or something or other if we don't have the book selection policy. Well, what about the reference policy? We felt, as did the other groups, that a reference policy should come from the reference people themselves and not have it laid on them by the administrator."

"If you're going to have a reference policy, it should be made by the reference staff, not handed down from above, and it's the only way it can be enforced. One of the people in our group works where there's a reference policy, and it's not enforced. It's sort of been handed down, and it's never revised."

"If you have a written policy, it should be made by the staff as well as by the administrators, so that everyone agrees on it."

Staff Attitudes

"In the mixture that is a public library there are ourselves with our own personal prejudices, our likes and dislikes; and as reference questions come toward us, we obviously do respond with personal judgement, and we need to try very hard to be non-judgemental."

"It doesn't really matter how many written reference policies you have. If your supervisor and the spirit of the group isn't believing in what they're doing, the reference policy isn't going to be followed anyway."

"Having a policy statement doesn't necessarily mean that it will be followed, and that it's much more meaningful to have staff meetings for people to discuss their various inadequacies, their prejudices, etc."

"Whether we have a universal policy or not, we still get into the human factor in that people are different, and they're going to do different things, and they're going to have different biases and different feelings about the way things should be done; and that's really where it's at."

"We finalized with kind of an apocraphyl question, which was, how do you incorporate people's attitudes in any kind of policy, and we really didn't come up with an answer."

* * *

STATEMENTS ABOUT WHAT SHOULD BE INCLUDED IN A WRITTEN REFERENCE POLICY

Background

"The librarian connects people with knowledge. That's good service."

"What the public really wants to know is what you will do for them, not what you won't do."

"We talked about the maximum and the minimum reference service. Unfortunately, this depends on the amount of time available, and the person you're working with. Do as much as you can with the time you've got; take sufficient time to satisfy the patron."

"The first priority is to satisfy the information needs of the public with no limits except those of the collection, personnel and so forth. The second priority is to refer any questions that cannot be answered to other staff members, to other libraries, to private concerns, to other sources. Don't ever leave a patron with no answer."

"Reference should be equal and open to all. It should not depend on whether or not the patron has a library card."

"How far does the reference librarian go in actually physically helping the patron find the book? The ideal way is to take him to the card catalog and help him to look up the book and then go to the shelf with him, and if the book isn't there, which is so often the case, we try to get it in other ways and explain that we can get the book from other libraries, that we can try to get him any book there is if he has the time and patience."

Judgements

"It's not up to us to make value judgements on the questions asked, whether it be the 8-year old with the gerbil or the graduate student with the research project."

"As to the question of whether a particular reference request was valid or not, we agreed that you can't really make judgements like that. You try to handle each one as a legitimate question."

"Does a reference librarian have the right to make value judgements? We talked about the different people feeling different ways. Example: A librarian who just does not believe in trapping animals and so will not give those books out."

"The one major area in which we thought there should be a written statement of policy was involving interpretation of materials, whether it be legal, consumer material, or medical material, that you could guide people to the materials, but you could not competently interpret these materials for them."

"What kind of information do you give out - tricky legal questions, the medical questions. Someone said that they heard of a question when a child came in and wanted to build a bomb. One of our librarians said that in her library a lot of the information on building bombs was locked up in a vault. Then you have to put your name on a list. Well, what if the FBI comes in and wants to see all the people who have paged out books on bombs?"

"We would like to see something in writing that says what you can give out in terms of private information or that you can't give out any private information over the phone."

"If you have the information in the library, then people have the right to use it."

Children and Students

"Children are often overlooked unconsciously."

"Children have equal rights."

"There should be some kind of bill of rights statement - that children and adults should be treated equally."

"You cannot discriminate against students in any way."

"We need to decide regionally what libraries will do for school assignments, so that in a given area it's pretty well known what we will and will not do for school assignments."

Special Privileges

"Someone in our group felt that he would be intimidated if the mayor or the governor walked into the library. He might ask the person who preceeded him to step aside while he took care of this politician. Someone in the group felt that you might say, 'Governor Brown, why don't you have some cookies and coffee while I help this person who came before you?'."

"Who should be allowed to borrow special reference materials? Does a business or law firm have special priority that an individual doesn't have? Are some individuals allowed to borrow where other people aren't? How do you decide? Who decides? None of that was resolved."

"Some librarians felt that no reference books should circulate, although most of the librarians felt that it should be at the librarian's discretion."

Paging People

"Do we look for people who are paged? Do we have a PA system, or do we yell for them, or do we look for a guy in a green sweater."

Drunks

"The drunk - put him off until he's sober tomorrow, but don't put him on permanent hold."

Language Problems

"We talked also about the foreign patron who comes in when we don't have anybody who speaks their language and how we would try to handle that question. The obvious answer, if you're living in a Spanish-speaking community, is to have a staff member who can help out. In other circumstances, try to go to somebody in the community who could interpret, at least on the telephone."

The Telephone

"One of the main problems that came up was the telephone. How do you serve the person on the phone and also the 6 people standing in line?"

"Which one do you answer first - the person in front of you, or the person on the phone? We decided that, unless it was an emergency, we would take the number from the person on the phone and say we would call him or her back later."

"If someone calls and we're busy with someone who is there in the flesh, we would take the phone number and try to call them back. One or two librarians said that they have someone else who handles the calls and fields them, and if the reference librarian is free, they'll accept them, or if she's busy with a patron, they take the person's number and have the librarian call back later."

"Patrons should be handled on a first come, first served basis."

"People at the desk should come first, before people on the phone."

"Telephone and bodies - the first one that gets to the desk, the phone call or the body, is the first one served. If the phone call comes in and interrupts your service to someone at the desk, you ask the person on the phone to wait."

"In terms of obtaining community resource information, we would do the telephoning for the patrons, because we could often get the information much more quickly, and it would be easier for the patrons."

Teaching how to use the library

"It is our job to teach the library patron how to use library tools. It should be part of the policy to follow up with the patrons in the library as well as on the phone."

"We thought it was pretty much a librarian's function to be a teacher and to train. It would be useful to have regularly scheduled tours and guides to using the library."

"We have to draw a thin line between doing the patron's work for him and showing him where the tools are. We can subtley educate, show the *Reader's Guide*, explain the book catalog, and so on."